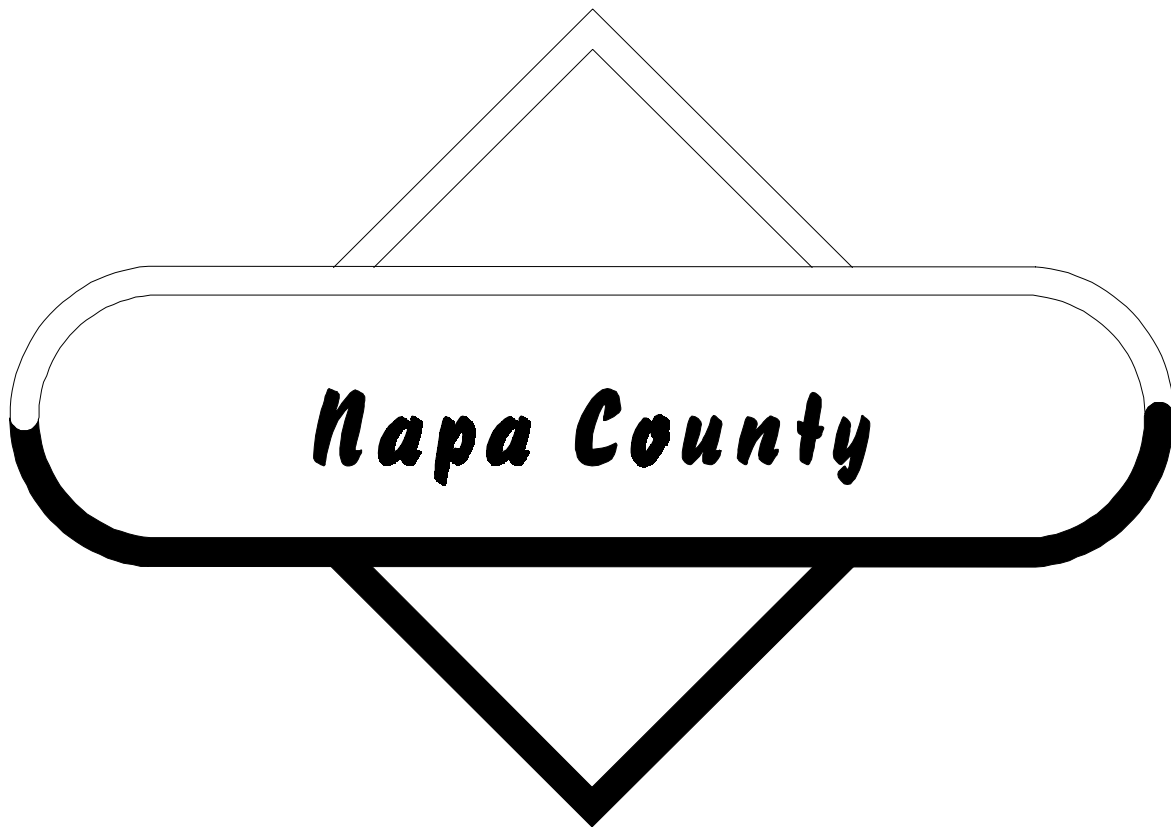


Occupational Outlook:



1996

Introduction

Welcome to the second Occupational Outlook Report for Napa County. This annual publication is a product of the California Cooperative Occupational Information System (CCOIS). It is produced through a partnership between the Napa County Training and Employment Center (at the local level) and the Labor Market Information Division of the California Employment Development Department (at the state level).

This publication includes detailed occupational outlook profiles on about 40 occupations (or occupational groups). As described in detail in the appendix, the information is based on extensive surveys with several hundred local employers during 1995 and is designed to meet a variety of needs for local labor market information. The profiles are in alphabetical order using common occupational titles. The occupations surveyed were selected for study based on a variety of criteria, including local community interest. However, this report should not be interpreted as a "demand" or "approved" list of occupations. Each of the profiles follows the same basic format to make the information as user-friendly as possible. The five key terms used throughout the report include:

<i>Almost All</i>	= 75-99%
<i>Most</i>	= 50-74%
<i>Many</i>	= 35-49%
<i>Some</i>	= 10-34%
<i>Few</i>	= less than 10%

The Appendix also contains valuable information:

Using the Occupational Outlook Report

This section should be considered essential reading for anyone using this report. It is designed to help the user understand how to interpret the information.

Research Methods & Sample Questionnaire

This section is provided to assist those users who want a thorough understanding of the data and its limitations.

List of Schools/Training Providers in Napa County

This section is provided as a resource listing of those schools and training providers in Napa County who provide training or education designed to prepare persons for one or more specific occupations.

DOT References

This section is provided as a resource for career development staff who use the Occupational Outlook Report in conjunction with the Dictionary of Occupational Titles.

Top Ten Occupational Information Resources

This section describes the key resource material available to those who use occupational information. Also includes a list of local CCOIS agencies in California.

Questions regarding the data in this report, or requests for additional copies, should be directed to the Napa County Training and Employment Center at 707-253-4291.

Possible Uses for this Publication

The information in this publication can be used by a wide variety of organizations and individuals for many different purposes. Some of the possible uses are detailed below:

CAREER DECISIONS

Career development staff and job seekers can make informed occupation and training choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes hiring requirements and preferences, potential earnings and benefits, employment information including job outlook, and sources of employment and training.

PROGRAM PLANNING

This publication provides local planners and administrators with a variety of important employment and training data, including projections of occupational size and growth. This data can be used to evaluate, improve, or eliminate programs, or to plan new programs based on local and reliable data.

CURRICULUM DESIGN

Schools and training providers can assess and update their curriculum based on current employer needs and projected trends.

ECONOMIC DEVELOPMENT

Local government agencies and economic development organizations will find information on the labor pool, including occupation size, expected growth rates and wages, useful in determining the potential for business growth and development in the local labor market area.

PROGRAM MARKETING

Schools and training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using local and reliable occupational data.

HUMAN RESOURCES

Business owners and managers can use this publication to help determine competitive wages and benefits, improve employee recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Contents

OCCUPATIONAL OUTLOOK PROFILES	Page
Auto Body Repairers & Painters	2
Automotive Technicians	4
Carpenters	6
Cashiers	8
Cellar Workers	10
Child Care Workers	12
Clerks, Accounting & Bookkeeping	14
Clerks, General Office	16
Clerks, Insurance Policy Processing	18
Clerks, Receptionists & Information	20
Cooks, Food Prep	22
Cooks, Restaurant	24
Cooks, Specialty & Fast Food	26
Cost Estimators	28
Custodians	30
Drafters & CAD Operators	32
Drivers, Light Truck & Delivery	34
Groundskeepers & Gardeners	36
Hazardous Materials Technicians	38
Hotel Desk Clerks	40
Human Service Workers	42
Maids & Housekeeping Cleaners	44
Maintenance Workers, Building	46
Managers, Marketing/Advertising/P.R.	48
Medical Assistants	50
Nurses, Licensed Vocational	52
Nursing Assistants	54
Office Managers & Administrative Assistants.	56
Packaging & Filling Machine Operators	58
Psychiatric Technicians	60
Sales Representatives	62
Salespersons, Retail	64
Secretaries	66
Secretaries, Legal	68
Servers, Food & Drink	70
Service Technicians, Heating, A.C. & Refrigerator	72
Shipping & Receiving Clerks	74
Tellers	76
Truck Drivers, Heavy & Tractor-Trailer	78
Winery Workers	80
APPENDIX	
Using the Occupational Outlook Report	84
Research Methods & Sample Questionnaire	86
List of Schools/Training Providers in Napa County	91
DOT References	101
Top Ten Occupational Information Resources.	118
CCOIS Projects in California	120

Occupational Outlook Profiles

Auto Body Repairers & Painters

Also known as Bodymen and Techs

Description

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass (OES 853050).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require prior experience and ICAR certification (Inter Industry Conference on Auto Collision Repair). Auto Body Repairers and Painters generally begin as Trainees or Apprentices. Promotions may lead to supervisory positions, or may take the form of self-employment. Almost all jobs are 40 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$11.50/hr	Median: \$8.75/hr
New Hires/Exp'd:	\$12.00 to \$16.00/hr	Median: \$14.00/hr
Exp'd/After 3 Years:	\$16.00 to \$20.00/hr	Median: \$19.10/hr

Most employers provide medical insurance and a paid vacation. Some also provide dental insurance, vision insurance, life insurance, paid sick leave, and a retirement plan.

Employment Information

Occupation Size: There are approximately 55 to 70 Auto Body Repairers and Painters currently employed in Napa County. About 2 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: less than 10%

Nationwide Job Outlook

Employment of automotive body repairers is expected to increase faster than the average for all occupations through the year 2005. Opportunities should be best for persons with formal training. Requirements will increase as the number of motor vehicles in operation and the number damaged in accidents will increase. New automobile designs have body parts made of materials that are more difficult to work with than the traditional steel body parts. Also, new, lighter weight automotive designs are prone to greater collision damage than older, heavier designs. Nevertheless, the need to replace experienced repairers who transfer to other occupations or retire or stop working will still account for the majority of job openings.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to work independently; ability to perform routine, repetitive work; verbal communication skills; ability to perform basic mathematical calculations.

Physical Abilities: Ability to do strenuous, physically demanding work; ability to lift at least 50 lbs.

Flexibility: willingness to participate in drug testing.

Other Qualifications: Attention to detail; organizational and time management skills; problem solving skills; ability to work under pressure; possess good DMV driving record; ability to handle crisis situations.

Getting the Training

Certificate programs range in length from six months to two years and do not eliminate the need for apprenticeship training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Auto Body Repairers and Painters in Napa County are employed in auto body repair shops and auto dealers. Almost all employers fill openings by hiring referrals from employees. Some also recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Automobile-Body Repairers

Occupational Outlook Handbook: See Automotive Body Repairers

Automotive Technicians

Also known as Auto Mechanics

Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists (OES 853020).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school and some vocational training. Most employers require prior experience and various certifications are expected of experienced and well-trained technicians. A few jobs are filled by promoting from such positions as Trainee, Helper, and Apprentice. Journey-level status comes after several years of experience and training. Many Technicians develop specialties such as smog, electronics, computer diagnostics, transmissions, or brakes. Promotions may lead to specialty or supervisory positions, or may take the form of self-employment. Almost all jobs are 40 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.50 to \$10.00/hr	Median: \$7.50/hr
New Hires/Exp'd:	\$9.00 to \$20.00/hr	Median: \$13.75/hr
Exp'd/After 3 Years:	\$13.00 to \$22.50/hr	Median: \$20.00/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide dental insurance. Some provide a retirement plan, vision insurance, and life insurance.

Employment Information

Occupation Size: There are approximately 245 to 295 Automotive Technicians currently employed in Napa County. About 2 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: 10-15 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job opportunities in automotive mechanics are expected to be plentiful for persons who complete automotive training programs in high school, vocational and technical schools, or community colleges. Persons whose programs include some basic electronics should have the best opportunities. Persons without formal mechanic training are likely to face competition for entry level jobs. Employment of automotive mechanics is expected to increase about as fast as the average for all occupations through the year 2005. Growth in mechanic employment in automobile dealerships, independent automotive repair shops, specialty car care chains, and other establishments will be offset somewhat by declining employment in gasoline service stations. Nevertheless, the number of mechanics is expected to increase because expansion of the driving age population will increase the number of motor vehicles on the road. The growing complexity of automotive technology, such as the use of electronic and emissions control equipment, increasingly necessitates that cars be serviced by skilled workers, contributing to growth in demand for highly trained mechanics.

Very Important Qualifications for Job Entry

Technical Skills: Possession of a valid driver's license; ability to operate electronic automotive diagnostic equipment; ability to repair brakes; ability to tune up engines; ability to repair vehicle air conditioning; ability to implement safe work practices; ability to repair emissions controls; certified in Auto Service Excellence (ASE); front-end alignment skills; ability to repair fuel injection systems; certified in auto air conditioning maintenance and repair; possession of a Brake Check Certificate.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 50 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; ability to write legibly; oral communications skills; basic math skills.

Other Qualifications: Possession of a good DMV driving record; ability to work independently; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from six months to four years and do not eliminate the need for apprenticeship training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Automotive Technicians in Napa County are employed by auto dealers and auto repair shops. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Automobile Mechanics
Occupational Outlook Handbook: See Automotive Mechanics

Carpenters

Description

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters (OES 871020).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require prior experience. A few jobs are filled by promoting from Apprentice or Helper positions. Journey-level status comes after several years of on-the-job experience. Specialty areas include framing, finishing, and remodeling. Promotions for Carpenters may lead to supervisory positions, or may take the form of self-employment. Almost all jobs are 40 hours per week and seasonal. Willingness to work on-call may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$8.00 to \$11.00/hr	Median: \$8.85/hr
New Hires/Exp'd:	\$13.50 to \$24.25/hr	Median: \$15.50/hr
Exp'd/After 3 Years:	\$18.00 to \$25.00/hr	Median: \$20.00/hr

Many employers provide medical insurance. Some also provide a paid vacation, a retirement plan, dental insurance, and vision insurance.

Employment Information

Occupation Size: There are approximately 1,025 to 1,255 Carpenters currently employed in Napa County. About 2 percent in California are female.

Annual Turnover: Estimated to be high (30-39 percent).

Projected Growth: 65-80 projected job openings per year due to a net increase in occupation size.

Projected Separations: 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job opportunities are expected to be plentiful through the year 2005, due primarily to extensive replacement needs. Well over 100,000 jobs will become available each year as carpenters transfer to other occupations or leave the labor force. The total number of job openings for carpenters each year usually is greater than for other craft occupations because the occupation is large and turnover is high. Increased demand for carpenters will create additional job openings. Employment is expected to increase about as fast as the average for all occupations through the year 2005. Construction activity should increase in response to demand for new housing and commercial and industrial plants and the need to renovate and modernize existing structures. Although employment of carpenters is expected to grow over the long run, people entering the occupation should expect to experience periods of unemployment. This results from the short-term nature of many construction projects and the cyclical nature of the construction industry. Carpenters with all-round skills will have better opportunities than those who can only do relatively simple, routine tasks.

Very Important Qualifications for Job Entry

Technical Skills: Rough carpentry skills; finish carpentry skills; shop math skills; ability to read blue prints.

Physical Abilities: Possession of agility and coordination; ability to lift at least 50 lbs. repeatedly; ability to perform strenuous, physically demanding work; ability to climb to high places.

Basic Skills: Ability to read and follow instructions; oral communication skills; ability to write legibly.

Other Qualifications: Ability to work independently; ability to provide own hand tools; possession of a reliable vehicle; willingness to work with close supervision; possession of good DMV driving record.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from one to four years and do not eliminate the need for apprenticeship training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Carpenters in Napa County are employed by licensed building contractors. Almost all employers fill openings by hiring referrals from employees. Most also fill openings through in-house promotion, and/or fill openings by hiring unsolicited applicants.

Where to Find More Information

California Occupational Guides: See Carpenters

Occupational Outlook Handbook: See Carpenters

Cashiers

Also known as Checkers, Clerks, and Food Clerks

Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers (490230).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience, although, in grocery stores, Checkers generally begin as Courtesy Clerks. Promotions for Cashiers may lead to supervisory or management positions. Most jobs are 40 hours per week. Many jobs are 20-25 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$4.50 to \$8.00/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$5.25 to \$8.75/hr	Median: \$6.00/hr
Exp'd/After 3 Years:	\$7.25 to \$14.75/hr	Median: \$7.75/hr

Most employers provide medical insurance and other benefits, including a paid vacation and a retirement plan. Many also provide paid sick leave, dental insurance, and vision insurance. Many provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 975 to 1,195 Cashiers currently employed in Napa County. About 69 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: 50-60 projected job openings per year due to a net increase in occupation size.

Projected Separations: 45-55 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of cashiers is expected to increase about as fast as the average for all occupations through the year 2005 due to expanding demand for goods and services by a growing population. Replacement needs will also create a significant number of job openings, for the occupation is large and turnover is much higher than average. Opportunities for part-time work are expected to continue to be excellent. Workers under the age of 25 traditionally have filled many of the openings in this occupation. This age group shrank in numbers during the decade of the 1980's and it will not attain its former share of the workforce until about 2005. To attract and retain workers, employers may offer higher wages, additional benefits, and flexible schedules. Recruitment efforts also may be directed toward non- traditional groups such as retired or disabled persons.

Very Important Qualifications for Job Entry

Technical Skills: Cash handling skills; ability to follow check cashing procedures; ability to operate a cash register.

Physical Abilities: Ability to stand continuously for 2 or more hours; manual dexterity.

Basic Skills: Oral communication skills; basic math skills; ability to write legibly; ability to read and follow instructions.

Other Qualifications: Public contact skills; ability to perform routine, repetitive work; ability to work under pressure; ability to work independently; customer service skills; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Most Cashiers in Napa County are employed in grocery stores, eating and drinking places, gasoline stations and mini-marts, liquor stores, and other retail establishments. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements and/or fill openings through in-house promotion.

Where to Find More Information

California Occupational Guides: See Cashiers

Occupational Outlook Handbook: See Cashiers

Cellar Workers

Description

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders operate or tend machines, such as filter presses, shaker screens, centrifuges, condensor tubes, precipitator tanks, fermenting tanks, evaporating tanks, scrubbing towers and batch stills, to extract, sort, or separate liquids, gases, or solid materials from other materials in order to recover a refined product or material. Does not include workers who operate equipment to control chemical changes or reactions (929620).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. Some jobs are filled through in-house promotion or transfer. Some employers report that adequate English speaking, reading, and writing skills are in short supply. Promotions for Cellar Workers may lead to supervisory positions. Most jobs are 40 hours per week and many are temporary or seasonal positions. Willingness to work weekends, overtime, and nights may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$7.00 to \$11.50/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$8.00 to \$12.00/hr	Median: \$10.00/hr
Exp'd/After 3 Years:	\$10.50 to \$15.00/hr	Median: \$12.75/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, life insurance, and a retirement plan.

Employment Information

Occupation Size: There are approximately 400 to 490 Cellar Workers currently employed in Napa County. About 11 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of Separating and Still Machine Operators and Tenders is expected to decline overall. [No additional data available.]

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; verbal communication skills; ability to work independently; ability to perform basic mathematical calculations; ability to perform routine, repetitive work.

Physical Abilities: Ability to lift at least 50 lbs; ability to do strenuous, physically demanding work; ability to stand continuously for 2 or more hours; ability to pass a pre-employment medical exam.

Flexibility: Willingness to participate in drug testing.

Other Qualifications: Attention to detail; possess good DMV driving record; ability to work under pressure; trained in CPR and first aid techniques; ability to handle crisis situations.

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Almost all Cellar Workers in Napa County are employed by wineries. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer.

Where to Find More Information

California Occupational Guides: See Enologists/Wine Makers

Occupational Outlook Handbook: See Separating and Still Machine Operators and Tenders

Dictionary of Occupational Titles: See Dictionary of Occupational Titles for a listing of 182 DOT titles

Child Care Workers

Also known as Aides and Assistant Teachers

Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting (OES 680380).

Training, Experience, and Other Requirements

Most recent hires have completed high school and 6-12 units of ECE (Early Childhood Education). Most employers require prior experience. Promotions for Child Care Workers may take the form of self-employment or, with additional education, may lead to Teacher, Head Teacher, and Center Director. Many jobs are 35-40 hours per week. Many other jobs are 15-30 hours per week. Willingness to work on-call and part-time may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$5.00 to \$6.50/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$5.50 to \$8.00/hr	Median: \$6.75/hr
Exp'd/After 3 Years:	\$6.50 to \$9.50/hr	Median: \$8.14/hr

Most employers provide medical insurance and a paid vacation. Many also provide child care, dental insurance, and paid sick leave. Some provide vision insurance. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 115 to 140 Child Care Workers currently employed in Napa County. About 95 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of preschool workers is projected to increase much faster than the average for all occupations through the year 2005. Job openings should be plentiful as many preschool workers leave the occupation each year for other jobs, family responsibilities, or other reasons. The relatively high turnover, combined with an increased demand for preschool workers, is expected to create many openings. Qualified persons who are interested in this work should have little trouble finding and keeping a job. The proportion of youngsters in daycare and preschool is expected to increase, reflecting a shift in the type of child-care arrangements parents choose. Rising labor force participation among women age 20-44 will also contribute to the growth of employment among preschool workers. Mothers of very young children are almost as likely to work as other women, and women are returning to work sooner after childbirth.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to work independently; verbal communication skills; English grammar and spelling skills; ability to perform routine, repetitive work.

Physical Abilities: Ability to pass a pre-employment medical exam; ability to lift at least 10 lbs; ability to do strenuous, physically demanding work.

Other Qualifications: Ability to handle crisis situations; trained in CPR and first aid techniques; problem solving skills; ability to work under pressure; attention to detail; multi-cultural familiarity; organizational and time management skills; supervisory skills.

Getting the Training

Early Childhood Education courses are usually provided by Community Colleges. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Child Care Workers in Napa County are employed by child care centers, nursery schools, and pre-schools. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants and/or training program referrals.

Where to Find More Information

California Occupational Guides: See Child Care Workers (Aides)

Occupational Outlook Handbook: See Preschool Workers

Clerks, Accounting & Bookkeeping

Also known as Bookkeepers and Accounting Technicians

Description

Bookkeeping, Accounting, and Auditing Clerks (including Bookkeepers) compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duties are operating special office machines (OES 553380).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers require prior experience. A few Accounting and Bookkeeping Clerk positions are filled by promoting from other clerical positions. Promotions may lead to higher level bookkeeping and accounting positions, or may take the form of self-employment. Almost all jobs are 40 hours per week. Some jobs are 20-30 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$10.25/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$7.00 to \$10.75/hr	Median: \$9.00/hr
Exp'd/After 3 Years:	\$8.00 to \$13.00/hr	Median: \$11.05/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and dental insurance. Most also provide paid sick leave, a retirement plan, vision insurance, and life insurance. Some provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 845 to 1,035 Accounting and Bookkeeping Clerks currently employed in Napa County. About 87 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: 20-25 projected job openings per year due to a net increase in occupation size.

Projected Separations: 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for well qualified job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

The large size of this occupation ensures a large number of openings and plentiful job opportunities for jobseekers. Virtually all job openings through the year 2005 will be due to replacement needs because of workers transferring to other occupations or leaving the labor force. Turnover is lower than among other record clerk occupations. Many opportunities for temporary and part-time work should also be available. A growing economy will result in more financial transactions and other activities and, therefore, more demand for accounting services. Virtually all new jobs will be created in small, rapidly growing organizations. Large organizations, on the other hand, are likely to continue the consolidation of departments to eliminate duplicate functions and reduce the demand for these clerks. Overall, little change is expected in the employment level through 2005.

Very Important Qualifications for Job Entry

Technical Skills: Accounting skills; telephone answering skills; bookkeeping skills; ability to operate 10 key adding machine; ability to use word-processing software; ability to write effectively.

Physical Abilities: Ability to sit continuously for 2 or more hours.

Basic Skills: Ability to read and follow instructions; basic math skills; oral communication skills; ability to write legibly.

Other Qualifications: Ability to pay attention to detail; ability to work independently; ability to perform routine, repetitive work; public contact skills.

Source: CCOIS Statewide Database

Getting the Training

Certificate and degree programs range in length from one to two years. Some on-the-job training may also be required. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Employers of all industries in Napa County employ Accounting and Bookkeeping Clerks. Almost all employers recruit applicants through newspaper advertisements. Most fill openings through in-house promotion. Most also fill openings by hiring referrals from employees.

Where to Find More Information

California Occupational Guides: See Bookkeeping, Accounting, and Auditing Clerks
Occupational Outlook Handbook: See Bookkeeping, Accounting, and Auditing Clerks

Clerks, General Office

Also known as Clerk-Typists

Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined (553470).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers do not require prior experience. Promotions for General Office Clerks may lead to higher level clerical or bookkeeping positions. Most jobs are part-time or on-call, 10-30 hours per week. Some jobs are 40 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$10.00/hr	Median: \$7.18/hr
New Hires/Exp'd:	\$6.75 to \$10.50/hr	Median: \$8.50/hr
Exp'd/After 3 Years:	\$8.25 to \$12.00/hr	Median: \$10.13/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave, dental insurance, and a retirement plan. Many provide life insurance. Some provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 1,200 to 1,470 General Office Clerks currently employed in Napa County. About 81 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: 35-45 projected job openings per year due to a net increase in occupation size.

Projected Separations: 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job opportunities should be quite favorable. The large size and high turnover of this occupation should produce a significant number of job openings. Jobseekers who have typing and other secretarial skills, basic computer skills, and knowledge of office machine operation, such as fax machines and copiers, should have the best opportunities. General office clerks should find many opportunities for part-time or temporary work, especially during peak business periods. General office clerks find work in virtually every kind of industry. Employment, therefore, is not dependent on the fortunes of any single sector of the economy. Employment is expected to grow about as fast as the average for all occupations through the year 2005 as more small businesses place a single office worker-frequently a general office clerk-in charge of all clerical work.

Very Important Qualifications for Job Entry

Technical Skills: Record keeping skills; alphabetic and numeric filing skills; English grammar, spelling, and punctuation skills; telephone answering skills; ability to type at least 45 wpm; ability to write effectively.

Basic Skills: Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

Other Qualifications: Public contact skills; ability to work independently; ability to perform routine, repetitive work; willingness to work with close supervision; ability to work under pressure

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Employers in all industries in Napa County employ General Office Clerks, with about half of all jobs found in the education and government sectors. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many fill openings through in-house promotion.

Where to Find More Information

California Occupational Guides: See Clerks, General Office

Occupational Outlook Handbook: See General Office Clerks

Clerks, Insurance Policy Processing

Also known as Customer Service Representatives and Clerks

Description

Insurance Policy Processing Clerks process applications for, changes to, reinstatements of, and cancellations of insurance policies. Their duties include reviewing insurance applications to insure that all questions have been answered, compiling data on changes of insurance policies, changing policy records to conform to insured party's specifications, compiling data on lapsed insurance policies to determine automatic reinstatement according to company policies, canceling insurance policies as requested by agents, and verifying the accuracy of insurance company records. Does not include Claims or Bank Clerks (533140).

Training, Experience, and Other Requirements

Most recent hires have completed one to two years of college. Most employers do not require prior experience. A few jobs are filled by promoting from positions such as File Clerk. Promotions for Insurance Policy Processing Clerks may lead to supervisory positions, or to occupations such as Claims Representative or Underwriter. Almost all jobs are 35-40 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$10.50/hr	Median: \$8.03/hr
New Hires/Exp'd:	\$8.25 to \$12.75/hr	Median: \$9.97/hr
Exp'd/After 3 Years:	\$10.00 to \$14.50/hr	Median: \$13.95/hr

Almost all employers provide medical insurance. Many also provide a paid vacation, paid sick leave, life insurance, and a retirement plan.

Employment Information

Occupation Size: There are approximately 30 to 50 Insurance Policy Processing Clerks currently employed in Napa County. About 77 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of insurance processing clerks is expected to grow faster than the average as computerization increases their importance in providing customer service to the increasing number of policyholders. Within this group, employment of adjusters and claim clerks will increase more rapidly than employment of policy processing clerks because they have much more interpersonal contact, which cannot be automated. The number of job openings for workers in the insurance industry should not fluctuate greatly from year to year. This industry, particularly the health insurance component, is less sensitive to cyclical swings in the economy than most industries.

Very Important Qualifications for Job Entry

Technical Skills: Telephone answering skills; alphabetic and numeric filing skills; ability to perform detailed clerical work; ability to write effectively; ability to interpret policy coverage; record keeping skills; understanding of insurance terminology; ability to complete and explain insurance forms.

Basic Skills: Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

Other Qualifications: Ability to work independently; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Insurance Policy Processing Clerks are generally found in larger insurance companies/offices. Almost all employers fill openings by hiring referrals from employees. Most also fill openings through in-house promotion or transfer.

Where to Find More Information

California Occupational Guides: See Insurance Adjusters, Examiners, and Investigators
Occupational Outlook Handbook: See Adjusters, Investigators, and Collectors

Clerks, Receptionists & Information

Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices, or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards (OES 553050).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Many recent hires have completed high school only. Most employers require prior experience. Some employers report that adequate English grammar and spelling skills are in short supply. Promotions for Receptionists and Information Clerks may lead to supervisory or other clerical positions. Most jobs are 40 hours per week. Some jobs are 15-20 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$5.50 to \$10.00/hr	Median: \$7.50/hr
New Hires/Exp'd:	\$6.50 to \$11.00/hr	Median: \$8.50/hr
Exp'd/After 3 Years:	\$7.50 to \$14.00/hr	Median: \$10.66/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave. Many provide a retirement plan and dental insurance. Some provide vision insurance, life insurance, and child care. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 435 to 530 Receptionists and Information Clerks currently employed in Napa County. About 95 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: 10-15 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Overall employment of information clerks is expected to increase faster than the average for all occupations through the year 2005. In addition to the many openings that will occur as businesses and organizations expand, numerous jobs for information clerks will result from the need to replace experienced workers who transfer to other occupations or leave the labor force. Replacement needs will create large numbers of job openings, reflecting relatively high turnover. This work is well suited to flexible work schedules, and many opportunities for part-time work will continue to be available.

Very Important Qualifications for Job Entry

Basic Skills: Verbal communication skills; ability to work as part of a team; English grammar and spelling skills; ability to work independently; writing skills; ability to perform routine, repetitive work; ability to perform basic mathematical calculations.

Physical Abilities: Ability to sit continuously for 2 or more hours.

Other Qualifications: Attention to detail; ability to handle crisis situations; problem solving skills; organizational and time management skills; ability to work under pressure; record keeping skills.

Getting the Training

Certificate programs range in length from six to twelve months, although employers often provide on-the-job training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Receptionists and Information Clerks in Napa County are employed by a wide variety of industries, with about 30-40 percent employed within health care services. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees.

Where to Find More Information

California Occupational Guides: See Receptionists and Information Clerks
Occupational Outlook Handbook: See Receptionists

Cooks, Food Prep

Description

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen (650380).

Training, Experience, and Other Requirements

Most recent hires have completed high school. Most employers do not require prior experience. Most Food Prep Cooks begin as Dishwashers or Bus Persons. Promotions may lead to Line Cook or supervisory positions. Most jobs are 40 hours per week. Some jobs are 20-30 hours per week. Willingness to work weekends, nights, overtime, and part-time may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$4.50 to \$8.00/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$5.00 to \$9.75/hr	Median: \$7.02/hr
Exp'd/After 3 Years:	\$6.00 to \$13.00/hr	Median: \$8.50/hr

Many employers provide medical insurance. Some also provide a paid vacation and dental insurance. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 1,030 to 1,255 Food Prep Cooks currently employed in Napa County. About 33 percent in California are female.

Annual Turnover: Estimated to be high (30-39 percent).

Projected Growth: 50 to 60 projected job openings per year due to a net increase in occupation size.

Projected Separations: 35 to 40 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job openings for cooks and other kitchen workers are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. Workers under the age of 25 have traditionally filled a significant proportion of the lesser skilled jobs in this occupation. The pool of young workers is expected to continue to shrink through the 1990's and many employers will be forced to offer higher wages, better benefits, and more training to attract and retain workers in these jobs.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to perform routine, repetitive work; ability to work independently; verbal communication skills.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 50 lbs.

Other Qualifications: Attention to detail; ability to work under pressure; ability to handle crisis situations.

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Most Food Prep Cooks in Napa County are employed by restaurants and delicatessens. Most employers fill openings through in-house promotion. Most also fill openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Cooks and Chefs

Occupational Outlook Handbook: See Chefs, Cooks, and Other Kitchen Workers

Cooks, Restaurant

Also known as Line Cooks

Description

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu (OES 650260).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers do not require prior experience. A few jobs are filled by promoting from such positions as Bus Person, Dishwasher, Cook's Helper, Trainee, Apprentice, and Prep Cook. Promotions for Restaurant Cooks may lead to supervisory positions. To be a true Chef, however, requires extensive education and training. Most jobs are 40 hours per week. Some jobs are 20 to 30 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$4.25 to \$7.00/hr	Median: \$5.50/hr
New Hires/Exp'd:	\$6.00 to \$10.00/hr	Median: \$6.50/hr
Exp'd/After 3 Years:	\$7.00 to \$11.25/hr	Median: \$9.00/hr

Most employers provide medical insurance and a paid vacation. Many also provide dental insurance. Some provide life insurance, vision insurance, and paid sick leave. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 435 to 535 Restaurant Cooks currently employed in Napa County. About 33 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: 30-35 projected job openings per year due to a net increase in occupation size.

Projected Separations: 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job openings for chefs and cooks are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. A significant proportion of food and beverage sales by eating and drinking establishments is associated with the overall level of economic activity. Other factors contributing to employment growth will be population growth, rising family and personal incomes, and more leisure time that will allow people to dine out and take vacations more often. Also, as more women join the work force, families increasingly may find dining out a welcome convenience.

Very Important Qualifications for Job Entry

Technical Skills: Ability to handle multiple food orders; meat carving skills; ability to cook ethnic foods; ability to plan and organize the work of others.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 30 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; oral communication skills.

Other Qualifications: Ability to work under pressure; ability to work independently; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from one to two years, although employers often provide on-the-job training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Restaurant Cooks in Napa County are employed by restaurants and a variety of other establishments that have in-house restaurants (such as Hotels). For information on occupations in fast-food restaurants, including chicken, pizza, and Mexican food, see Cooks, Specialty Fast Food. Almost all employers fill openings by hiring referrals from employees. Most fill openings through in-house promotion. Most also recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Cooks and Chefs

Occupational Outlook Handbook: See Chefs, Cooks, and Other Kitchen Workers

Cooks, Specialty & Fast Food

Also known as Grill Persons and Fry Cooks

Description

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants (650320).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. A few jobs are filled by promoting from Helper or Trainee positions. Promotions for Specialty and Fast Food Cooks may lead to supervisory and management positions. Most jobs are 20-30 hours per week. Many jobs are 35-40 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$4.25 to \$5.15/hr	Median: \$4.50/hr
New Hires/Exp'd:	\$4.25 to \$6.50/hr	Median: \$4.75/hr
Exp'd/After 3 Years:	\$5.25 to \$9.00/hr	Median: \$6.00/hr

Some employers provide medical insurance and a paid vacation. Few employers provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 220 to 270 Specialty and Fast Food Cooks currently employed in Napa County. About 33 percent in California are female.

Annual Turnover: Estimated to be high (30-39 percent).

Projected Growth: 15-20 projected job openings per year due to a net increase in occupation size.

Projected Separations: 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job openings for cooks and other kitchen workers are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. Workers under the age of 25 have traditionally filled a significant proportion of the lesser skilled jobs in this occupation. The pool of young workers is expected to continue to shrink through the 1990's and many employers will be forced to offer higher wages, better benefits, and more training to attract and retain workers in these jobs.

Very Important Qualifications for Job Entry

Technical Skills: Food preparation skills.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 30 lbs. repeatedly.

Basic Skills: Ability to follow oral instructions; oral communications skills; ability to read and follow instructions; basic math skills.

Other Qualifications: Ability to work under pressure; public contact skills; willingness to work with close supervision; ability to work independently.

Source: CCOIS Statewide Database

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Specialty and Fast Food Cooks in Napa County are employed by fast-food restaurants, including those that serve hamburgers, chicken, pizza, and tacos. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Where to Find More Information

California Occupational Guides: See Cooks, Short Order and Fast Food

Occupational Outlook Handbook: See Chefs, Cooks, and Other Kitchen Workers

Cost Estimators

Also known as Construction Estimators and Project Managers

Description

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced (OES 219020).

Training, Experience, and Other Requirements

Most recent hires have completed four years of college. Some recent hires have completed high school only. Most employers require prior experience. Promotions for Cost Estimators may lead to management positions. Almost all jobs are 40 hours per week. Willingness to work overtime may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$9.75 to \$12.00/hr	Median: \$12.00/hr
New Hires/Exp'd:	\$12.50 to \$22.00/hr	Median: \$18.75/hr
Exp'd/After 3 Years:	\$14.50 to \$26.00/hr	Median: \$20.00/hr

Most employers provide medical insurance and other benefits, including dental insurance, a paid vacation, and paid sick leave. Many also provide vision insurance.

Employment Information

Occupation Size: There are approximately 100 to 120 Cost Estimators currently employed in Napa County. Few, if any, in Napa County are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is dependent primarily upon the level of construction and manufacturing activity. Growth of the construction industry, where about 58 percent are employed, will be the driving force behind the rising demand for cost estimators. Overall, employment is expected to increase faster than the average for all occupations through the year 2005. The fastest growing sectors of the construction industry will be in the construction and repair of highways and streets, bridges, and construction of more subway systems, airports, water and sewage systems, and electric powerplants and transmission lines. Job prospects should be best for those workers who have substantial experience in various phases of construction or a specialty craft or those with a degree in construction management, engineering, or architectural drafting. Employment in manufacturing should expand as output increases and as more firms use cost estimators to identify and control their operating costs. In manufacturing, experienced persons with degrees in engineering, science, mathematics, business administration, or economics and who have computer expertise should have the best job prospects.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work independently; verbal communication skills; ability to work as part of a team; writing skills; English grammar and spelling skills; ability to perform routine, repetitive work; ability to perform basic mathematical calculations.

Physical Abilities: Ability to sit continuously for 2 or more hours.

Other Qualifications: Ability to handle crisis situations; problem solving skills; attention to detail; organizational and time management skills; ability to plan and organize the work of others; ability to work under pressure; supervisory skills; record keeping skills; possess good DMV driving record.

Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Cost Estimators in Napa County are employed by various construction related contractors. Most employers fill openings by hiring referrals from employees. Many also recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: Not Available

Occupational Outlook Handbook: See Cost Estimators

Custodians

Also known as Janitors and Maintenance Workers

Description

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They may perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks (OES 670050).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. Some employers report that possession of a good DMV driving record is in short supply. Promotions for Custodians may lead to supervisory positions, or may take the form of self-employment. Most jobs are 40 hours per week. Some jobs are 20-25 hours per week. Willingness to work weekends, overtime, and on-call may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$8.25/hr	Median: \$7.20/hr
New Hires/Exp'd:	\$6.25 to \$9.50/hr	Median: \$7.75/hr
Exp'd/After 3 Years:	\$7.00 to \$11.00/hr	Median: \$10.00/hr

Most employers provide medical insurance and other benefits, including dental insurance and a paid vacation. Many also provide vision insurance, paid sick leave, and a retirement plan. Some provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 715 to 875 Custodians currently employed in Napa County. About 26 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: 20-25 projected job openings per year due to a net increase in occupation size.

Projected Separations: 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of janitors is expected to grow about as fast as the average for all occupations through the year 2005 as the number of office buildings, apartment houses, schools, factories, hospitals, and other buildings increases. The need to replace workers who transfer to other occupations or leave the labor force will create most job openings. The occupation is easy to enter since there are few requirements for formal education and training, turnover is high, and part-time and temporary jobs are plentiful. New technology is expected to have little effect on employment of janitors and cleaners. Robots now under development are limited to performing a single cleaning task and may not be usable in many places, particularly cluttered areas such as hotel and hospital rooms.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to perform routine, repetitive work; ability to work independently; verbal communication skills; English grammar and spelling skills.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 10 lbs; ability to pass a pre-employment medical exam; ability to do strenuous, physically demanding work.

Flexibility: Willingness to participate in drug testing.

Other Qualifications: Attention to detail; possess good DMV driving record; ability to work under pressure; organizational and time management skills; problem solving skills.

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Most Custodians in Napa County are employed by janitorial/maintenance companies, schools, and government agencies. Almost all employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees and/or the Employment Development Department.

Where to Find More Information

California Occupational Guides: See Janitors and Cleaners

Occupational Outlook Handbook: See Janitors and Cleaners and Cleaning Supervisors

Drafters & CAD Operators

Description

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings (OES 225140).

Training, Experience, and Other Requirements

Most recent hires have completed two to four years of college. Most employers require prior experience. With the appropriate education, promotions for Drafters and CAD Operators may lead to Architect or Engineer. Almost all jobs are 40 hours per week. Willingness to work on-call may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$8.75 to \$13.00/hr	Median: \$9.69/hr
New Hires/Exp'd:	\$10.00 to \$17.25/hr	Median: \$13.45/hr
Exp'd/After 3 Years:	\$14.00 to \$25.00/hr	Median: \$16.50/hr

Most employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and a retirement plan. Many also provide vision insurance. Some provide life insurance and dental insurance.

Employment Information

Occupation Size: There are approximately 50 to 60 Drafters and CAD Operators currently employed in Napa County. About 22 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to grow more slowly than the average for all occupations through the year 2005. Industrial growth and the increasingly complex design problems associated with new products and processes will increase the demand for drafting services. However, greater use of CAD equipment by architects and engineers, as well as drafters, is expected to offset some of this growth in demand. Although productivity gains from CAD have been relatively modest since CAD use became widespread, CAD technology continues to advance. CAD is expected to become an increasingly powerful tool, simplifying many traditional drafting tasks. Individuals who have at least 2 years of training in a technically strong drafting program and who have experience with CAD systems will have the best opportunities. Although growth in employment will create many job openings, most job openings are expected to arise as drafters retire or leave the labor force for other reasons.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to work independently; English grammar and spelling skills; ability to perform basic mathematical calculations; verbal communication skills; ability to perform routine, repetitive work; writing skills.

Physical Abilities: Ability to sit continuously for 2 or more hours.

Other Qualifications: Attention to detail; problem solving skills; ability to work under pressure; ability to handle crisis situations; organizational and time management skills.

Getting the Training

Certificate and degree programs range in length from one to two years and are usually followed by a period of on-the-job training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Drafters and CAD Operators in Napa County are employed by engineering and architectural firms. Most employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Drafting Occupations

Occupational Outlook Handbook: See Drafters

Drivers, Light Truck & Delivery

Also known as Route Drivers

Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales (OES 971050).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. A few jobs are filled by promoting from Helper, Material Handler, or Warehouse Worker positions. Promotions for Light Truck and Delivery Drivers may lead to supervisory/management or sales positions. Most jobs are 40 hours per week. Some jobs are 20-30 hours per week. Some other jobs are temporary or seasonal. Willingness to work part-time or on-call may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$8.75/hr	Median: \$6.50/hr
New Hires/Exp'd:	\$6.50 to \$13.50/hr	Median: \$10.66/hr
Exp'd/After 3 Years:	\$7.50 to \$15.00/hr	Median: \$12.11/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance. Many provide a retirement plan and vision insurance. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 305 to 375 Light Truck and Delivery Drivers currently employed in Napa County. About 6 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: 15-20 projected job openings per year due to a net increase in occupation size.

Projected Separations: 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have no difficulty finding inexperienced but qualified applicants, and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a somewhat competitive outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of truckdrivers is expected to increase about as fast as the average for all occupations through the year 2005 as the economy grows. This occupation is among those that have the largest number of job openings each year. Although thousands of openings will be created by growth in demand for drivers, the majority will occur as experienced drivers transfer to other fields of work or retire or leave the labor force for other reasons. Because truckdriving does not require education beyond high school, competition is expected for jobs with the most attractive earnings and working conditions.

Very Important Qualifications for Job Entry

Technical Skills: Ability to load and unload freight; ability to read invoices; record keeping skills; map reading skills; possession of a valid Class A driver's license; knowledge of local streets; possession of a valid Class B driver's license.

Physical Abilities: Ability to pass a pre-employment medical examination; ability to lift at least 75 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; ability to write legibly; oral communication skills; basic math skills.

Other Qualifications: Possession of a good DMV driving record; ability to work independently.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from six to ten weeks, although employers generally provide on-the-job training for this occupation. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Light Truck and Delivery Drivers in Napa County are employed in a wide variety of industries that provide delivery services. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees.

Where to Find More Information

California Occupational Guides: Not Available

Occupational Outlook Handbook: See Truckdrivers

Groundskeepers & Gardeners

Also known as Maintenance Workers

Description

Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Does not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires (OES 790140).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. A few jobs are filled by promoting from Laborer or Maintenance Worker positions. Promotions for Groundskeepers and Gardeners may lead to supervisory positions, or may take the form of self-employment. Almost all jobs are 40 hours per week. Some jobs are seasonal.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.50 to \$10.00/hr	Median: \$8.90/hr
New Hires/Exp'd:	\$7.50 to \$11.75/hr	Median: \$9.25/hr
Exp'd/After 3 Years:	\$9.50 to \$15.25/hr	Median: \$10.83/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, a retirement plan, life insurance, and vision insurance.

Employment Information

Occupation Size: There are approximately 265 to 325 Groundskeepers and Gardeners currently employed in Napa County. About 6 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: 10-15 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have no difficulty finding inexperienced but qualified applicants, and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a somewhat competitive outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005 in response to increasing demand for gardening and landscaping services. Furthermore, a large number of job openings are expected to result from the need to replace workers who transfer to other occupations or leave the labor force. Because wages for beginners are low and the work is physically demanding, many employers have difficulty attracting enough workers to fill all openings. Expected growth in the construction of commercial and industrial buildings, shopping malls, homes, highways, and parks and recreational facilities should stimulate demand for these workers. Developers are increasingly using landscaping services, both interior and exterior, to attract prospective buyers and tenants. Also, a growing number of homeowners are using lawn maintenance and landscaping services. Growth in the number of parks, athletic fields, golf courses, cemeteries, and similar facilities also can be expected to add to the demand for these workers.

Very Important Qualifications for Job Entry

Technical Skills: Knowledge of gardening tools; lawn and garden care skills; possession of a valid driver's license; knowledge of horticulture; knowledge of pesticides and herbicides; sprinkler repair skills.

Physical Abilities: Ability to lift at least 75 lbs. repeatedly.

Basic Skills: Ability to follow oral instructions; ability to read and follow instructions; oral communication skills.

Other Qualifications: Ability to work independently; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from one to two years. Although employers generally provide on-the-job training for groundskeeping positions, skilled gardener positions, however, often require additional education or training in horticulture. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Groundskeepers and Gardeners are employed by lawn and garden services, real estate and property management services, schools, and government agencies. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Gardeners and Groundskeepers

Occupational Outlook Handbook: See Gardeners and Groundskeepers

Hazardous Materials Technicians

Also known as Haz-Mat Specialists and Field/Environmental Techs

Description

Hazardous Materials Technicians apply their knowledge of chemistry, physical science and hazardous materials in taking water and soil samples or in performing some combination of: collecting, handling, storing, transporting, recycling, disposing, safety, or sales related work dealing with hazardous materials.

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus vocational and/or on-the-job training. Most employers do not require prior experience. Increasingly, however, California employers consider two years of college and/or an Environmental Hazardous Materials Technology (EHMT) certificate to be very important. Working with hazardous materials can be an occupation, or it can be part of some other occupation which includes haz-mat related responsibilities. Promotions for Hazardous Materials Technicians may lead to supervisory positions. Most jobs are 40 hours per week.

Potential Earnings and Benefits

Hazardous Materials Technicians in California generally earn between \$7.75 and \$21.00 (or more)/hr, depending on the employer, the job, and their experience.

Some employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, dental insurance, vision insurance, and life insurance.

Employment Information

Occupation Size: There are approximately 20 to 40 Hazardous Materials Technicians currently employed in Napa County. About 34 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: Job market analysts in California project rapid growth for this relatively small occupation. Specific growth and separations projections for Napa County are not available.

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for trained and qualified job seekers.

Getting the Training

Certificate and degree programs in Hazardous Materials/Environmental Technology are provided by several Community Colleges in Northern California. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of science-related technicians is expected to increase about as fast as the average for all occupations through the year 2005. Continued growth of scientific research and development and the production of technical products should spur demand for all science-related technicians. Advances in biotechnology will increase the need for biological technicians in particular. Job growth will be moderated somewhat by an expected slowdown in overall employment growth in the chemical industry, where many chemical technicians are employed. Most job openings will arise from the need to replace technicians who retire or leave the labor force for other reasons. Nevertheless, job opportunities are expected to be very good for graduates of science technician training programs who are well-trained on the equipment currently in use. Employers are seeking well trained individuals with highly developed technical and communication skills.

Very Important Qualifications for Job Entry

Appliance Recycling: Use hand and power tools; apply basic math calculations; work effectively as a team member as well as independently; lift and move refrigerators using hands and forklifts; drive company vehicles.

Asbestos Inspections: Do complex calculations; write reports using clear language; do detail work with accuracy; perform effectively under stress or in emergencies.

Asbestos Removal: Understand and use blueprints, drawings or other detailed instructions; take exact measurements; understand and use basic arithmetic; work from scaffolds; apply haz-mat worker safety codes.

Haz-Mat Specialists: Use technical knowledge to do investigations and inspections; establish facts and draw conclusions based on information gathered; make decisions based on laws, regulations and personal knowledge; use both written and spoken communication to influence public officials, the public, and those responsible for hazardous waste.

Chemical Waste Disposal: Recognize and identify hazardous waste; work cooperatively as a team member; work efficiently under hazardous conditions; operate heavy equipment, forklifts and trucks.

Source: Employment Development Department

Getting the Job

Employment of Hazardous Materials Technicians can be found in many industries throughout California: government (city, county, state and fire), waste management firms, consulting services/firms (engineering, geology and biological science), pest control firms, wholesalers of chemical and petroleum products, manufacturers (various), and utility companies. Most employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees and/or by hiring unsolicited applicants.

Where to Find More Information

California Occupational Guides: See Hazardous Waste Technicians

Occupational Outlook Handbook: See Science Technicians; See also Inspectors and Compliance Officers

Hotel Desk Clerks

Also known as Front Desk Clerks, Desk Clerks, and Guest Service Agents

Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests (OES 538080).

Training, Experience, and Other Requirements

Most recent hires have completed high school. Many have completed some college courses. Most employers do not require prior experience. Promotions for Hotel Desk Clerks may lead to supervisory positions. Most jobs are 40 hours per week. Some jobs are 16-30 hours per week. Willingness to work nights, weekends, and holidays, and the willingness to work part-time or on-call may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$8.50/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$7.00 to \$10.00/hr	Median: \$7.00/hr
Exp'd/After 3 Years:	\$8.00 to \$10.00/hr	Median: \$8.50/hr

Most employers provide medical insurance and a paid vacation. Many also provide paid sick leave. Some provide dental insurance, life insurance, and a retirement plan. Few provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 185 to 225 Hotel Desk Clerks currently employed in Napa County. About 62 percent in California are female.

Annual Turnover: Estimated to be high (30-39 percent).

Projected Growth: 15-20 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to grow faster than the average for all occupations through the year 2005 as more hotels, motels, and other lodging establishments are built and as occupancy rates rise. In addition, job opportunities should be relatively good because turnover is very high. Each year thousands of workers transfer to other occupations that offer better pay and advancement opportunities, and many more leave work altogether to assume family responsibilities, return to school, or for other reasons. Opportunities for part-time work should continue to be plentiful since the front desk is usually staffed 24 hours a day. Employment of hotel and motel desk clerks is sensitive to cyclical swings in the economy. During recessions, vacation and business travel declines, so persons seeking these positions have a harder time finding jobs.

Very Important Qualifications for Job Entry

Basic Skills: Verbal communication skills; ability to work as part of a team; ability to work independently; ability to perform basic mathematical calculations; English grammar and spelling skills; ability to perform routine, repetitive work; writing skills.

Physical Abilities: Ability to stand continuously for 2 or more hours.

Other Qualifications: Attention to detail; ability to work under pressure; problem solving skills; organizational and time management skills; ability to handle crisis situations; record keeping skills.

Getting the Training

Employers often provide on-the-job training for this occupation.

Getting the Job

Most Hotel Desk Clerks in Napa County are employed by hotels, motels, and inns. Almost all employers recruit applicants through newspaper advertisements. Many employers fill openings by hiring referrals from employees or through in-house promotion.

Where to Find More Information

California Occupational Guides: See Hotel Desk Clerks

Occupational Outlook Handbook: See Hotel and Motel Desk Clerks

Human Service Workers

Also known as Counselors

Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians (273080).

Training, Experience, and Other Requirements

Most recent hires have completed some college courses. Some have completed 4 years of college. Most employers require prior experience. Promotions for Human Service Workers may lead to supervisory or management positions. Most jobs are 40 hours per week. Many jobs are part-time or on-call, 18-25 hours per week. Willingness to work nights and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$7.00 to \$8.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$7.00 to \$14.25/hr	Median: \$9.04/hr
Exp'd/After 3 Years:	\$9.00 to \$16.25/hr	Median: \$10.62/hr

Most employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and dental insurance. Many also provide vision insurance and life insurance. Some provide a retirement plan. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 110 to 135 Human Service Workers currently employed in Napa County. About 63 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job opportunities are expected to be excellent for qualified applicants. The number of human services workers is projected to more than double between 1992 and 2005-making it among the most rapidly growing occupations. Also, the need to replace workers who retire or stop working for other reasons will create additional job opportunities. However, these jobs are not attractive to everyone because the work is emotionally draining and most offer relatively poor pay. Opportunities are expected to be best in job training programs, residential settings, and private social service agencies, which include such services as adult daycare and meal delivery programs. Demand for these services will expand with the growing number of older people, who are more likely to need services. In addition, human services workers will continue to be needed to provide services to the mentally impaired and developmentally disabled, those with substance abuse problems, and a wide variety of others.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; verbal communication skills; writing skills; English grammar and spelling skills; ability to work independently.

Physical Abilities: Ability to pass a pre-employment medical exam.

Other Qualifications: Attention to detail; ability to handle crisis situations; problem solving skills; record keeping skills; possess good DMV driving record; trained in CPR and first aid techniques; organizational and time management skills; ability to work under pressure; multi-cultural familiarity.

Getting the Training

Certificate and degree programs in Social and Human Services range in length from one to two years. On-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Human Service Workers in Napa County are employed by social service agencies and residential care facilities. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion or transfer. Many fill openings by hiring referrals from the Employment Development Department.

Where to Find More Information

California Occupational Guides: See Social Workers

Occupational Outlook Handbook: See Human Services Workers

Maids & Housekeeping Cleaners

Also known as Housekeepers and Room Attendants

Description

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture (670020).

Training, Experience, and Other Requirements

Many recent hires have completed high school. Most employers do not require prior experience. Promotions for Maids and Housekeeping Cleaners may lead to supervisory or management positions. Almost all jobs are 40 hours per week. Some jobs are 10-30 hours per week. Willingness to work weekends and holidays may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$4.75 to \$7.00/hr	Median: \$5.50/hr
New Hires/Exp'd:	\$5.50 to \$7.00/hr	Median: \$5.50/hr
Exp'd/After 3 Years:	\$6.00 to \$8.50/hr	Median: \$7.50/hr

Most employers provide medical insurance and other benefits, including a paid vacation and dental insurance. Many also provide paid sick leave and life insurance. Some provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 560 to 680 Maids and Housekeeping Cleaners currently employed in Napa County. About 78 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: 35-45 projected job openings per year due to a net increase in occupation size.

Projected Separations: 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have no difficulty finding applicants who meet their hiring standards. This indicates a very competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to grow about as fast as the average for all occupations through the year 2005. The need to replace workers who transfer to other occupations or leave the labor force will create most job openings. The occupation is easy to enter since there are few requirements for formal education and training, turnover is high, and part-time and temporary jobs are plentiful. New technology is expected to have little effect on this occupation.

Very Important Qualifications for Job Entry

Physical Abilities: Ability to lift 50 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; ability to follow oral instructions.

Other Qualifications: Ability to work independently; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Most Maids and Housekeeping Cleaners in Napa County are employed by Hotels, Motels, and Bed & Breakfast Inns. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements. Most also fill openings by hiring unsolicited applicants.

Where to Find More Information

California Occupational Guides: See Hospital and Lodging Housekeepers

Occupational Outlook Handbook: See Janitors and Cleaners and Cleaning Supervisors

Maintenance Workers, Building

Description

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work (OES 851320).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require prior experience. A few jobs are filled by promoting from Helper or Apprentice positions. Promotions for Building Maintenance Workers may lead to supervisory positions. Almost all jobs are 40 hours per week. Willingness to work nights, weekends, and holidays may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$5.50 to \$10.50/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$7.50 to \$15.00/hr	Median: \$10.05/hr
Exp'd/After 3 Years:	\$8.75 to \$17.25/hr	Median: \$12.00/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance and a retirement plan. Many provide vision insurance.

Employment Information

Occupation Size: There are approximately 600 to 730 Building Maintenance Workers currently employed in Napa County. About 5 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: 25-30 projected job openings per year due to a net increase in occupation size.

Projected Separations: 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job opportunities should be plentiful through the year 2005. Employment is related to the number of buildings and amount of equipment needing maintenance and repair. Employment growth is expected to be faster than the average for all occupations through the year 2005 and will occur as the number of office and apartment buildings, stores, schools, hospitals, hotels, and factories increases. Although the pace of construction of these facilities is expected to be slower than in the past, many opportunities arise because this is a large occupation with significant turnover, and many replacements are needed for those who leave the occupation. General maintenance mechanics who work in manufacturing industries may be laid off during recessions. Most in this occupation, however, work in relatively stable nonmanufacturing industries and are not usually subject to layoff.

Very Important Qualifications for Job Entry

Technical Skills: Ability to operate power hand tools; electrical repair skills; plumbing repair skills; carpentry repair skills; painting skills; ability to repair and install heating and air-conditioning equipment; record keeping skills; ability to read blueprints; ability to do cement work; problem solving skills; arc welding skills.

Physical Abilities: Ability to lift at least 50 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; ability to write legibly; oral communication skills; basic math skills.

Other Qualifications: Ability to work independently; willingness to work with close supervision; ability to provide own hand tools; interpersonal skills.

Source: CCOIS Statewide Database

Getting the Training

While most Building Maintenance Workers have traditionally acquired their skills through on-the-job training, courses in carpentry, plumbing, and electrical work are also helpful. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Building Maintenance Workers in Napa County are employed by wineries, hotels and other lodging facilities, and schools. Almost all employers recruit applicants through newspaper advertisements. Most fill openings by hiring referrals from employees.

Where to Find More Information

California Occupational Guides: Not Available

Occupational Outlook Handbook: See General Maintenance Mechanics

Managers, Marketing/Advertising/P.R.

Also known as Account Executives and Account Managers

Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis (OES 130110).

Training, Experience, and Other Requirements

Almost all recent hires have completed four years of college, although a manager in a public relations firm will usually have different training and experience than a manager in an advertising firm. Most employers require prior experience. A few jobs are filled by promoting from clerical or support positions. Promotions for Marketing, Advertising, and Public Relations Managers may lead to higher level management positions. Almost all jobs are 40 hours (or more) per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$7.00 to \$10.75/hr	Median: \$8.84/hr
New Hires/Exp'd:	\$8.75 to \$14.25/hr	Median: \$11.39/hr
Exp'd/After 3 Years:	\$12.75 to \$21.75/hr	Median: \$15.93/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, and life insurance. Most also provide dental insurance. Some provide vision insurance.

Employment Information

Occupation Size: There are approximately 290 to 350 Marketing, Advertising, and Public Relations Managers currently employed in Napa County. About 34 percent in California are female.

Annual Turnover: Estimated to be very high (40 percent or more).

Projected Growth: 15-20 projected job openings per year due to a net increase in occupation size.

Projected Separations: 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005. Increasingly, intense domestic and global competition in products and services offered to consumers should require greater marketing, promotional, and public relations efforts. Management and public relations firms may experience particularly rapid growth as businesses increasingly hire contractors for these services rather than support additional full-time staff. In addition to faster than average growth, many job openings will occur each year as a result of managers moving into top management positions, transferring to other jobs, or leaving the labor force. College graduates with extensive experience, a high level of creativity, and strong communication skills should have the best job opportunities. Employment is expected to grow much faster than average in most business services industries, while average growth is projected in manufacturing industries overall.

Very Important Qualifications for Job Entry

Technical Skills: Verbal presentation skills; ability to write effectively; ability to manage an activity or department; ability to apply marketing techniques; media advertising sales skills; ability to analyze and use market research; supervisory skills; telephone sales skills.

Basic Skills: Oral communication skills; ability to write legibly; basic math skills.

Other Qualifications: Ability to maintain good business relations; ability to maintain good customer relations; ability to manage multiple priorities; ability to work independently; ability to meet deadlines; ability to manage unexpected situations; ability to work under pressure; interpersonal skills; ability to work as part of a team; imagination and creativity; willingness to travel.

Source: CCOIS Statewide Database

Getting the Training

Many colleges and universities offer undergraduate programs in marketing, advertising, and public relations. Refer to college/university catalogs for more information.

Getting the Job

About half of the Marketing, Advertising and Public Relations Managers in Napa County are employed by wineries. The remainder of the employment is found in a wide variety of industries, generally with employers large enough to have a marketing, advertising, or public relations department. Most employers recruit applicants through newspaper advertisements and/or fill openings through in-house promotion or transfer.

Where to Find More Information

California Occupational Guides: See Retail Store Managers; See also Public Relations Representatives

Occupational Outlook Handbook: See Marketing, Advertising, and Public Relations Managers

Medical Assistants

Also known as Medical Technicians

Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties (OES 660050).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers do not require prior experience, although certification as a Medical Assistant is generally required. Promotions for Medical Assistants may lead to Office Manager or, with additional education, to other healthcare services occupations. Most jobs are 36-40 hours per week. Some jobs are 10-30 hours per week. Willingness to work on-call or part-time, and the willingness to work nights, weekends, and holidays may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.75 to \$11.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$8.00 to \$13.50/hr	Median: \$9.00/hr
Exp'd/After 3 Years:	\$9.00 to \$15.50/hr	Median: \$11.50/hr

Most employers provide medical insurance. Almost all provide a paid vacation, paid sick leave, and a retirement plan. Some also provide dental insurance, vision insurance, and life insurance. Some provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 95 to 115 Medical Assistants currently employed in Napa County. About 75 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of medical assistants is expected to grow much faster than the average for all occupations through the year 2005 as the health services industry expands. Employment growth will be driven by growth in the number of group and other health care practices that use support personnel. Medical assistants primarily work in outpatient settings, where fast growth is expected. Most job openings, however, will result from the need to replace experienced assistants who leave the occupation. In view of the high turnover as well as the preference of many physicians for trained personnel, job prospects should be excellent for medical assistants with formal training or experience, particularly those with certification.

Very Important Qualifications for Job Entry

Technical Skills: Knowledge of medical terminology; ability to apply sterilization techniques; understanding of inventory techniques; telephone answering skills; possession of a medical assistant certificate; ability to write effectively.

Physical Abilities: Ability to stand continuously for 2 or more hours.

Basic Skills: Ability to read and follow instructions; ability to write legibly; oral communication skills; basic math skills.

Other Qualifications: Ability to work independently; ability to handle crisis situations; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Certificate and degree programs range in length from six months to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Medical Assistants in Napa County are employed in physician's offices and medical clinics. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many recruit applicants through public schools and training programs.

Where to Find More Information

California Occupational Guides: See Medical Assistants
Occupational Outlook Handbook: See Medical Assistants

Nurses, Licensed Vocational

Also known as LVNs and Charge Nurses

Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions (OES 325050).

Training, Experience, and Other Requirements

Licensing is required for this occupation; contact the State Board of Vocational Nursing for information. Almost all recent hires have completed one to two years of college or vocational training. Most employers require prior experience. With additional education, promotions for Licensed Vocational Nurses may lead to Registered Nurse. Most jobs are 40 hours per week. Some jobs are part-time or on-call, 16-32 hours per week. Willingness to work weekends, nights, and overtime may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd: \$11.50 to \$14.00/hr Median: \$12.18/hr

New Hires/Exp'd: \$11.50 to \$16.00/hr Median: \$12.75/hr

Exp'd/After 3 Years: \$12.00 to \$18.25/hr Median: \$15.01/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide a retirement plan. Many provide dental insurance. Some provide vision insurance and life insurance. Some also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 355 to 430 Licensed Vocational Nurses currently employed in Napa County. About 88 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005, in response to the long-term care needs of a rapidly growing population of seniors and to the general growth of health care. Job prospects are expected to be excellent, as employment grows much faster than it has in the past. Because of this growth, the number of new graduates needed will be well above the number graduated in recent years. As in most other occupations, replacement needs will be the main source of job openings. Nursing homes will offer the most new jobs as the number of aged and disabled persons in need of long-term care rises rapidly. Very rapid growth is also expected in such residential care facilities as board and care homes, old age homes, and group homes for the mentally retarded, as well as in home health care services. Employment is projected to grow very rapidly in physicians' offices and clinics, including health maintenance organizations.

Very Important Qualifications for Job Entry

Basic Skills: English grammar and spelling skills; writing skills; verbal communication skills; ability to work as part of a team; ability to work independently; ability to perform basic mathematical calculations; ability to perform routine, repetitive work.

Physical Abilities: Ability to pass a pre-employment medical exam; ability to lift at least 50 lbs; ability to do strenuous, physically demanding work; ability to stand continuously for 2 or more hours.

Other Qualifications: Trained in CPR and first aid techniques; record keeping skills; organizational and time management skills; problem solving skills; ability to handle crisis situations; ability to work under pressure; multi-cultural familiarity; attention to detail; supervisory skills.

Getting the Training

Certificate programs range in length from one to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Licensed Vocational Nurses in Napa County are employed by hospitals and skilled nursing facilities. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring unsolicited applicants and/or through in-house promotion.

Where to Find More Information

California Occupational Guides: See Licensed Vocational Nurses

Occupational Outlook Handbook: See Licensed Practical Nurses

Nursing Assistants

Also known as CNAs (Certified Nursing Assistants) and Nurse Aides

Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides (OES 660080).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school and some vocational training. Most employers do not require prior experience, but many require certification as a Nursing Assistant. With additional education or training, promotions may lead to other healthcare services occupations such as Licensed Vocational Nurse. Most jobs are 40 hours per week. Some jobs are 15-20 hours per week. Willingness to work weekends, on-call, part-time, and nights may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$7.00/hr	Median: \$6.25/hr
New Hires/Exp'd:	\$6.25 to \$7.50/hr	Median: \$6.60/hr
Exp'd/After 3 Years:	\$6.75 to \$10.50/hr	Median: \$7.71/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave. Many provide dental insurance and a retirement plan. Some provide vision insurance and life insurance. Few provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 485 to 595 Nursing Assistants currently employed in Napa County. About 82 percent in California are female.

Annual Turnover: Estimated to be high (30-39 percent).

Projected Growth: 10-15 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job prospects should be very good through the year 2005. Employment of nursing aides is expected to grow much faster than the average for all occupations in response to an emphasis on rehabilitation and the long-term care needs of a rapidly growing population of those 75 years old and older. Employment will increase as a result of the expansion of nursing homes and other long-term care facilities for people with chronic illnesses and disabling conditions, many of whom are elderly. Employment will also increase due to modern medical technology which increases the need for the extended care provided by aides. As a result, nursing and personal care facilities are expected to grow very rapidly and to provide most of the new jobs for nursing aides. Employment also is expected to grow very rapidly in residential care facilities. Replacement needs will constitute the major source of openings for aides. Turnover is high, a reflection of modest entry requirements, low pay, and lack of advancement opportunities.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to perform routine, repetitive work; verbal communication skills; ability to work independently; writing skills; English grammar and spelling skills.

Physical Abilities: Ability to pass a pre-employment medical exam; ability to do strenuous, physically demanding work; ability to lift at least 50 lbs.

Flexibility: Willingness to participate in drug testing.

Other Qualifications: Trained in CPR and first aid techniques; organizational and time management skills; attention to detail; problem solving skills; ability to handle crisis situations; ability to work under pressure; record keeping skills.

Getting the Training

Certificate programs range in length from three to six months. On-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Nursing Assistants in Napa County are employed by skilled nursing facilities and hospitals. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring referrals from schools and training providers and/or through in-house promotion or transfer.

Where to Find More Information

California Occupational Guides: See Nurse Aides/Nursing Assistants

Occupational Outlook Handbook: See Nursing Aides and Psychiatric Aides

Office Managers & Administrative Assistants

Description

First Line Clerical Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise (510020).

Training, Experience, and Other Requirements

Most recent hires have completed high school, plus some college or vocational training. Almost all employers require prior experience. Some jobs are filled by promoting from clerical or support positions. Promotions for Office Managers and Administrative Assistants may lead to higher level supervisory or management positions. Almost all jobs are 40 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd: Insufficient Data

New Hires/Exp'd: \$9.75 to \$19.25/hr Median: \$14.29/hr

Exp'd/After 3 Years: \$12.00 to \$21.75/hr Median: \$15.77/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, life insurance, and a retirement plan. Most also provide vision insurance.

Employment Information

Occupation Size: There are approximately 605 to 740 Office Managers and Administrative Assistants currently employed in Napa County. About 64 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: 15-20 projected job openings per year due to a net increase in occupation size.

Projected Separations: 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding fully experienced applicants who meet their hiring standards. This indicates a good outlook for job seekers with prior experience.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to grow about as fast as the average for all occupations through the year 2005. Although growth in the demand for clerical supervisors will generate many job openings, most openings will result from the need to replace experienced supervisors who transfer to other occupations or leave the labor force. Because the occupation is so large, replacement needs will create a large number of job openings. Employment of clerical supervisors is tied somewhat to the demand for clerical workers. More clerical work will be generated as organizations and the economy grow, especially the business and service sectors. As the amount of clerical work to be done continues to increase, more managers will be needed to coordinate this rising volume of work.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; ability to perform basic mathematical calculations; verbal communication skills; writing skills; ability to work independently; English grammar and spelling skills; ability to perform routine, repetitive work.

Physical Abilities: Ability to sit continuously for 2 or more hours.

Other Qualifications: Organizational and time management skills; record keeping skills; ability to work under pressure; attention to detail; problem solving skills; ability to handle crisis situations; ability to plan and organize the work of others; supervisory skills.

Getting the Training

Certificate and degree programs range in length from one to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Employers of all industries in Napa County employ Office Managers and Administrative Assistants. Almost all employers recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from employees and/or through in-house promotion or transfer.

Where to Find More Information

California Occupational Guides: See Secretaries

Occupational Outlook Handbook: See Clerical Supervisors and Managers

Packaging & Filling Machine Operators

Also known as Bottlers

Description

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment (929740).

Training, Experience, and Other Requirements

Most recent hires have completed high school. Most employers do not require prior experience. Promotions for Packaging and Filling Machine Operators may lead to cellar production or supervisory positions. Most jobs are 40 hours per week. Many are part-time or seasonal.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.50 to \$11.75/hr	Median: \$7.63/hr
New Hires/Exp'd:	\$7.25 to \$12.00/hr	Median: \$10.12/hr
Exp'd/After 3 Years:	\$8.50 to \$15.00/hr	Median: \$12.08/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, dental insurance, and life insurance. Many also provide vision insurance. Some provide child care. Few provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 270 to 330 Packaging and Filling Machine Operators currently employed in Napa County. About 59 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment for packaging and filling machine operators and tenders is expected to decline overall during the 1992-2005 outlook period. [No additional data available.]

Very Important Qualifications for Job Entry

Physical Abilities: Ability to lift at least 50 lbs. repeatedly; ability to use hands, arms, and fingers; good eye-hand coordination; good vision; manual dexterity.

Basic Skills: Ability to follow oral instructions; oral communication skills; ability to read and follow instructions; ability to write legibly.

Other Qualifications: Ability to perform routine, repetitive work; ability to work independently; willingness to work with close supervision; interpersonal skills; possession of mechanical aptitude.

Source: CCOIS Statewide Database

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Most Packaging and Filling Machine Operators in Napa County are employed by wineries and beverage companies. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements and/or hire unsolicited applicants.

Where to Find More Information

California Occupational Guides: Not Available

Occupational Outlook Handbook: Not Available

Psychiatric Technicians

Also known as Psych Techs

Description

Psychiatric Technicians provide nursing care to mentally ill, emotionally disturbed, or mentally retarded patients and participate in rehabilitation and treatment programs. They help with personal hygiene, and administer oral medications and hypodermic injections, following physician's prescriptions and hospital procedures. They monitor patients' physical and emotional well-being and report to medical staff (OES 329310).

Training, Experience, and Other Requirements

Licensing is required for this occupation; contact the State Board of Vocational Nurse and Psychiatric Technician Examiners for information. Almost all recent hires have completed one to two years of college. Most employers require prior experience. Promotions for Psychiatric Technicians may lead to supervisory positions. Almost all jobs are 40 hours per week. Some jobs are part-time or on-call, 26-30 hours per week. Willingness to work overtime and weekends may be important for job entry.

Potential Earnings and Benefits

Psychiatric Technicians generally earn between \$12.25 and \$15.75/hr, depending on the employer and the worker's experience.

Almost all employers provide medical insurance and other benefits, including dental insurance, vision insurance, paid sick leave, and a paid vacation. Most also provide life insurance and a retirement plan. Most provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 420 to 500 Psychiatric Technicians currently employed in Napa County. About 88 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of psychiatric aides is expected to grow faster than the average for all occupations. Employment will rise in response to the sharp increase in the number of older persons-many of whom will require mental health services. Employment of aides in private psychiatric facilities and community mental health centers is likely to grow because of increasing public acceptance of formal treatment for drug abuse and alcoholism, and a lessening of the stigma attached to those receiving mental health care. While employment in private psychiatric facilities may grow, employment in public mental hospitals is likely to be stagnant due to constraints on public spending.

Very Important Qualifications for Job Entry

Basic Skills: English grammar and spelling skills; writing skills; verbal communication skills; ability to work as part of a team.

Physical Abilities: Ability to pass a pre-employment medical exam; ability to lift at least 50 lbs.

Other Qualifications: Ability to handle crisis situations; ability to work under pressure; organizational and time management skills; problem solving skills.

Getting the Training

Certificate and degree programs range in length from one to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Almost all Psychiatric Technicians in Napa County are employed by psychiatric hospitals and facilities. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

Where to Find More Information

California Occupational Guides: See Psychiatric Technicians

Occupational Outlook Handbook: See Nursing Aides and Psychiatric Aides

Sales Representatives

Description

Sales Representatives, Except Scientific and Related Products, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers (490080).

Training, Experience, and Other Requirements

Almost all recent hires have completed one to four years of college. Most employers require prior experience. Promotions for Sales Representatives may lead to supervisory or management positions. Almost all jobs are 40 hours per week. Willingness to work weekends and nights may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$7.00 to \$10.75/hr	Median: \$9.00/hr
New Hires/Exp'd:	\$8.50 to \$19.25/hr	Median: \$11.51/hr
Exp'd/After 3 Years:	\$9.75 to \$23.25/hr	Median: \$14.88/hr

Almost all employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and dental insurance. Most also provide vision insurance. Many provide life insurance and a retirement plan. Some provide child care.

Employment Information

Occupation Size: There are approximately 590 to 725 Sales Representatives currently employed in Napa County. About 28 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: 30-40 projected job openings per year due to a net increase in occupation size.

Projected Separations: 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of manufacturers' and wholesale sales representatives is expected to grow more slowly than the average for all occupations through the year 2005 due to technological advances and changing business practices. Despite some growth in demand for sales representatives, most job openings will result from the need to replace workers who transfer to other occupations or leave the labor force. In addition to technological innovations such as electronic data interchange (EDI) that may adversely affect employment demand, some of the largest companies are using their market power to negotiate directly with suppliers, bypassing sales representatives entirely. Those interested in this occupation should keep in mind that direct selling opportunities in manufacturing are likely to be best for products with strong demand, such as consumer products or computers and related supplies and equipment. Jobs will be most plentiful in small wholesale firms as a growing number of these companies will rely on sales agents to market their products as a way to control their costs and expand their customer base.

Very Important Qualifications for Job Entry

Basic Skills: English grammar and spelling skills; ability to work independently; verbal communication skills; ability to work as part of a team; ability to perform basic mathematical calculations; writing skills.

Other Qualifications: Organizational and time management skills; ability to work under pressure; record keeping skills; attention to detail; problem solving skills; ability to handle crisis situations.

Getting the Training

Certificate and degree programs in business, marketing, and sales range in length from two months to four years. On-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Sales Representatives in Napa County are employed within the wine industry. Many others are employed by a variety of manufacturers and wholesalers. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees. Some fill openings through in-house promotion or transfer.

Where to Find More Information

California Occupational Guides: See Manufacturers' Sales Representatives

Occupational Outlook Handbook: See Manufacturers' and Wholesale Sales Representatives

Salespersons, Retail

Also known as Sales Associates and Clerks

Description

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers (OES 490112).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. Promotions for Retail Salespersons may lead to supervisory or management positions. Computer skills are becoming increasingly important. Many jobs are 20-30 hours per week. Some jobs are 40 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$4.75 to \$8.00/hr	Median: \$6.75/hr
New Hires/Exp'd:	\$5.25 to \$10.25/hr	Median: \$7.00/hr
Exp'd/After 3 Years:	\$6.00 to \$11.50/hr	Median: \$9.50/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, and dental insurance. Most also provide paid sick leave, a retirement plan, vision insurance, and life insurance. Some provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 1,650 to 2,015 Retail Salespersons currently employed in Napa County. About 61 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: 80-100 projected job openings per year due to a net increase in occupation size.

Projected Separations: 60-70 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to increase about as fast as the average for all workers through the year 2005 due to anticipated growth in retail sales. In addition, numerous job openings will be created as sales workers transfer to other occupations or leave the labor force. Replacement needs will generate an exceptionally large number of sales jobs because the occupation is large and turnover is much higher than average. There will continue to be many opportunities for part-time workers, and demand will be strong for temporary workers during peak selling periods such as the Christmas season. During recessions, sales volume and the resulting demand for sales workers generally decline as purchases of costly items such as cars, appliances, and furniture tend to be postponed.

Very Important Qualifications for Job Entry

Technical Skills: Ability to make change; ability to operate a cash register; ability to apply sales techniques; understanding of inventory techniques; ability to write effectively.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 50 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

Other Qualifications: Good grooming skills; customer service skills; willingness to work with close supervision; ability to work independently.

Source: CCOIS Statewide Database

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Employment for Retail Salespersons in Napa County is provided by a wide variety of retailers and specialty shops. Most employers use a variety of methods to recruit applicants and/or fill openings: newspaper advertisements, referrals from employees, in-house promotion, and unsolicited walk-ins.

Where to Find More Information

California Occupational Guides: See Retail Store Managers

Occupational Outlook Handbook: See Retail Sales Workers

Secretaries

Also known as Administrative Assistants

Description

Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries (OES 551080).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some vocational training. Many have completed some college or vocational training. Most employers require prior experience. A few jobs are filled by promoting from other clerical positions. Secretarial job descriptions can range from entry-level clerical duties to office management and personnel responsibilities. Some employers report that adequate English grammar and spelling skills are in short supply. Promotions for Secretaries may lead to supervisory positions or to a wide variety of other occupations, depending on the industry and the size of the employer. Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$9.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$7.50 to \$11.00/hr	Median: \$8.89/hr
Exp'd/After 3 Years:	\$9.50 to \$15.00/hr	Median: \$11.00/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, and a retirement plan. Most also provide life insurance and vision insurance. Some provide child care. Few provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 955 to 1,165 Secretaries currently employed in Napa County. About 98 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: 20-25 projected job openings per year due to a net increase in occupation size.

Projected Separations: 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have no difficulty finding inexperienced but qualified applicants, and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a somewhat competitive outlook for those who are fully experienced.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments.

Very Important Qualifications for Job Entry

Basic Skills: Verbal communication skills; ability to work as part of a team; ability to work independently; ability to perform routine, repetitive work; English grammar and spelling skills; writing skills; ability to perform basic mathematical calculations.

Other Qualifications: Attention to detail; organizational and time management skills; record keeping skills; ability to work under pressure; problem solving skills; ability to handle crisis situations.

Getting the Training

Certificate and degree programs range in length from one to two years. Some on-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Secretaries are employed in a wide variety of industries in Napa County with about half employed in the services sector. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings through in-house promotion or transfer and/or hire referrals from private employment agencies.

Where to Find More Information

California Occupational Guides: See Secretaries

Occupational Outlook Handbook: See Secretaries

Secretaries, Legal

Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials (OES 551020).

Training, Experience, and Other Requirements

Almost all recent hires have completed one to two years of college or vocational training. Most employers require prior experience. Promotions for Legal Secretaries may lead to supervisory or Paralegal positions. Almost all jobs are 38-45 hours per week. Some jobs are 12-24 hours per week.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$7.00 to \$11.75/hr	Median: \$9.00/hr
New Hires/Exp'd:	\$8.75 to \$14.50/hr	Median: \$11.92/hr
Exp'd/After 3 Years:	\$11.75 to \$18.25/hr	Median: \$13.57/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Some also provide dental insurance, a retirement plan, and life insurance. Few provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 75 to 90 Legal Secretaries currently employed in Napa County. About 98 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments. In some law offices, for example, paralegals are taking over some tasks formerly done by secretaries.

Very Important Qualifications for Job Entry

Basic Skills: English grammar and spelling skills; ability to work independently; ability to work as part of a team; verbal communication skills; writing skills; ability to perform basic mathematical calculations; ability to perform routine, repetitive work.

Physical Abilities: Ability to sit continuously for 2 or more hours.

Other Qualifications: Attention to detail; ability to work under pressure; organizational and time management skills; problem solving skills; ability to handle crisis situations.

Getting the Training

Certificate and degree programs range in length from one to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Almost all Legal Secretaries in Napa County are employed by law offices. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some fill openings through in-house promotion and/or fill openings by hiring unsolicited applicants or referrals from private employment agencies.

Where to Find More Information

California Occupational Guides: See Legal Secretaries
Occupational Outlook Handbook: See Secretaries

Servers, Food & Drink

Also known as Waiters and Waitresses

Description

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as tables. Does not include workers who only work at counters (OES 650080).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school or some college. Most employers do not require prior experience. A few jobs are filled by promoting from positions such as Host/Hostess, Cashier, Bus Person, and Dishwasher. Promotions for Food and Drink Servers usually takes the form of better jobs and higher earnings (including tips). A few promotions may lead to supervisory or management positions. Most jobs are 30-40 hours per week. Many are part-time or on-call, 20-25 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

Potential Earnings and Benefits

Note: the following wage information does not include tips which often equal or surpass hourly earnings.

New Hires/Inexp'd:	\$4.25 to \$7.00/hr	Median: \$4.25/hr
New Hires/Exp'd:	\$4.25 to \$7.50/hr	Median: \$4.25/hr
Exp'd/After 3 Years:	\$4.50 to \$9.25/hr	Median: \$5.25/hr

Most employers provide medical insurance. Many also provide a paid vacation and dental insurance. Some provide vision insurance, life insurance, and paid sick leave. Few provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 1,235 to 1,505 Food and Drink Servers currently employed in Napa County. About 70 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: 75-95 projected job openings per year due to a net increase in occupation size.

Projected Separations: 60-70 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job openings are expected to be abundant through the year 2005. Most openings will arise from the need to replace the high proportion of workers who leave this very large occupation each year. There is substantial movement into and out of the occupation because the limited formal education and training requirements for these jobs allow easy entry, and the predominance of part-time jobs is attractive to persons seeking a short-term source of income rather than a career. Many of these workers simply move to other occupations; others stop working to assume household responsibilities or to attend school. As the composition of the Nation's population becomes older, diners are expected to patronize full-service restaurants increasingly, spurring growth in demand for waiters and waitresses. Because potential earnings are greatest in popular restaurants and fine dining establishments, keen competition is expected for the limited number of jobs in these restaurants.

Very Important Qualifications for Job Entry

Technical Skills: Cash handling skills; ability to operate a cash register.

Physical Abilities: Ability to stand continuously for 2 or more hours; ability to lift at least 30 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; oral communication skills; ability to write legibly; ability to follow oral instructions; basic math skills.

Other Qualifications: Customer service skills; good grooming skills; public contact skills; ability to work under pressure; ability to work independently; willingness to work with close supervision.

Source: CCOIS Statewide Database

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Food and Drink Servers in Napa County are employed by a wide variety of eating and drinking establishments. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Where to Find More Information

California Occupational Guides: See Waiters/Waitresses

Occupational Outlook Handbook: See Food and Beverage Service Workers

Service Technicians, Heating, A.C. & Refrigerator

Also known as HVAC (Heating, Ventilation, and Air Conditioning) Technicians

Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems (OES 859020).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus vocational training. Employers usually require prior experience. A few jobs are filled by promoting from Apprentice positions. Promotions for HVAC Service Technicians may lead to supervisory positions. Almost all jobs are 40 hours per week. Willingness to work evenings and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$10.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$10.00 to \$15.00/hr	Median: \$12.00/hr
Exp'd/After 3 Years:	\$14.00 to \$21.50/hr	Median: \$15.75/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide a retirement plan. Many provide paid sick leave. Some also provide dental insurance, life insurance, and vision insurance.

Employment Information

Occupation Size: There are approximately 105 to 125 HVAC Service Technicians currently employed in Napa County. About 1 percent in California are female.

Annual Turnover: Estimated to be low (10-19 percent).

Projected Growth: 5-10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job prospects are expected to be very good. In addition to jobs created by economic growth, thousands of openings will result from the need to replace workers who transfer to other occupations or leave the labor force. Although relatively few heating, air-conditioning, and refrigeration technicians transfer to other occupations-reflecting their lengthy investment in training and the relatively high wages and benefits in this trade-the number of retirements is expected to rise as more of these workers reach retirement age. As the population and economy grow and new residential, commercial, and industrial structures are built, more technicians will be needed to install and maintain climate control systems. Those who specialize in the installation of new systems may experience periods of unemployment when the level of construction activity declines. However, employment of those doing maintenance work is relatively stable as people and businesses depend on their climate control systems regardless of economic conditions.

Very Important Qualifications for Job Entry

Technical Skills: Possession of a valid driver's license; problem solving skills; soldering skills; ability to read blueprints; sheet metal working skills; understanding of circuit design.

Physical Abilities: Ability to lift at least 100 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; basic math skills; oral communication skills; ability to write legibly.

Other Qualifications: Possession of a good DMV driving record; ability to work independently; public contact skills; ability to provide own hand tools.

Source: CCOIS Statewide Database

Getting the Training

Certificate and degree programs range in length from one to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most HVAC Service Technicians in Napa County are employed by plumbing, heating, and air conditioning service/repair firms. Most employers use a variety of methods to recruit applicants and/or fill openings: referrals from employees, newspaper advertisements, private vocational schools, and unsolicited walk-ins.

Where to Find More Information

California Occupational Guides: See Heating, Air-Conditioning, and Refrigeration Mechanic

Occupational Outlook Handbook: See Heating, Air-Conditioning, and Refrigeration Technicians

Shipping & Receiving Clerks

Description

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material, receiving, unpacking, verifying, and recording incoming merchandise or material, and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking (OES 580280).

Training, Experience, and Other Requirements

Most recent hires have completed high school. Some have completed one or two years of college or vocational training. Most employers require prior experience. A few positions are filled by promoting from positions such as Material Handler, Warehouse Worker, or Laborer. Promotions for Shipping and Receiving Clerks may lead to Counter Sales or supervisory positions. Almost all jobs are 40 hours per week. Willingness to work overtime may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$6.00 to \$8.75/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$6.00 to \$11.50/hr	Median: \$8.50/hr
Exp'd/After 3 Years:	\$9.50 to \$15.00/hr	Median: \$11.08/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide dental insurance and paid sick leave. Many provide life insurance. Some also provide vision insurance and a retirement plan.

Employment Information

Occupation Size: There are approximately 185 to 230 Shipping and Receiving Clerks currently employed in Napa County. About 27 percent in California are female.

Annual Turnover: Estimated to be moderate (20-29 percent).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment of traffic, shipping, and receiving clerks is expected to grow about as fast as the average for all occupations through the year 2005. Automation and other productivity improvements may enable these clerks to handle materials more efficiently, thereby reducing potential employment opportunities. Because employment in material recording, scheduling, dispatching, and distributing occupations is substantial, workers who leave the labor force or transfer to other occupations are expected to create many thousands of job openings each year.

Very Important Qualifications for Job Entry

Basic Skills: Ability to perform routine, repetitive work; verbal communication skills; ability to work as part of a team; ability to work independently; English grammar and spelling skills; ability to perform basic mathematical calculations.

Physical Abilities: Ability to lift at least 50 lbs; ability to do strenuous, physically demanding work; ability to stand continuously for 2 or more hours.

Other Qualifications: Attention to detail; ability to work under pressure; organizational and time management skills; record keeping skills; problem solving skills; ability to handle crisis situations.

Getting the Training

Employers generally provide on-the-job training for this occupation.

Getting the Job

Most Shipping and Receiving Clerks in Napa County are employed by warehouses, manufacturers, wholesalers, and the U.S. Postal Service. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees. Many also fill openings through in-house promotion.

Where to Find More Information

California Occupational Guides: See Shipping and Receiving Clerks

Occupational Outlook Handbook: See Traffic, Shipping, and Receiving Clerks

Tellers

Also known as Customer Service Representatives

Description

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions (OES 531020).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Some have completed one to two years of college or vocational training. Most employers do not require prior experience. Some employers report that sales skills/abilities are in short supply. Promotions for Tellers may lead to a wide variety of positions, including Bookkeeper, Branch Specialist, Financial Services Officer, and Banking Services Representative. Many jobs are 20-30 hours per week. Many others are 40 hours per week. Some jobs are on-call, 10-15 hours per week. Willingness to work part-time and on-call may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$5.75 to \$8.00/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$6.75 to \$9.00/hr	Median: \$8.07/hr
Exp'd/After 3 Years:	\$8.00 to \$11.00/hr	Median: \$9.69/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and a retirement plan. Most also provide dental insurance and life insurance. Many provide vision insurance. Many also provide medical insurance for part-time employees.

Employment Information

Occupation Size: There are approximately 225 to 275 Tellers currently employed in Napa County. About 81 percent in California are female.

Annual Turnover: Estimated to be very high (40 percent or more).

Projected Growth: Less than 10 projected job openings per year due to a net increase in occupation size.

Projected Separations: 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Employment is expected to decline through the year 2005. However, job prospects still should be good. Because the occupation is large and the turnover rate is high due to the little formal education requirements and the relatively low pay, job opportunities that arise from the need to replace tellers who transfer to other occupations or stop working should be plentiful. The projected decline in employment of bank tellers stems from overexpansion and competition from large nonbank corporations that offer bank-like services, including investments and lending, that have resulted in closings, mergers, and consolidations in the banking industry in recent years. Further, teller employment will be adversely affected by various technologies to the degree that they are adopted by banks in the future.

Very Important Qualifications for Job Entry

Basic Skills: Ability to work as part of a team; verbal communication skills; ability to perform basic mathematical calculations; ability to work independently; ability to perform routine, repetitive work; English grammar and spelling skills; writing skills.

Physical Abilities: Ability to stand continuously for 2 or more hours.

Other Qualifications: Ability to work under pressure; attention to detail; problem solving skills; organizational and time management skills; record keeping skills.

Getting the Training

Certificate and degree programs range in length from one to two years, although on-the-job training may also be available. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Almost all Tellers in Napa County are employed by banks, savings and loan institutions, and credit unions. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Most also fill openings through in-house promotion. Many fill openings by hiring unsolicited applicants.

Where to Find More Information

California Occupational Guides: See Tellers

Occupational Outlook Handbook: See Bank Tellers

Truck Drivers, Heavy & Tractor-Trailer

Description

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks (OES 971020).

Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require 1-2 years of prior experience. A few positions are filled by promoting from Trainee or Helper positions. Promotions for Truck Drivers may lead to supervisory or dispatch positions, or may take the form of self-employment. Almost all jobs are 40 hours or more per week. Willingness to work on-call, evenings, and weekends may be important for job entry.

Potential Earnings and Benefits

New Hires/Inexp'd:	\$8.50 to \$19.50/hr	Median: \$11.82/hr
New Hires/Exp'd:	\$9.50 to \$22.50/hr	Median: \$12.14/hr
Exp'd/After 3 Years:	\$11.50 to \$26.75/hr	Median: \$14.64/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, life insurance, dental insurance, and vision insurance.

Employment Information

Occupation Size: There are approximately 285 to 345 Heavy Truck Drivers currently employed in Napa County. About 6 percent in California are female.

Annual Turnover: Estimated to be very low (less than 10 percent).

Projected Growth: 10-15 projected job openings per year due to a net increase in occupation size.

Projected Separations: 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

Supply-Demand: Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Nationwide Job Outlook

Job opportunities should be favorable as this occupation has among the largest number of job openings each year. Although thousands of openings will be created by growth in demand for drivers, the majority will occur as experienced drivers transfer to other fields of work or retire or leave the labor force for other reasons. In addition, truckdriver jobs vary greatly in terms of earnings, weekly work hours, number of nights that must be spent "on the road," and in the quality of equipment operated. Because truckdriving does not require education beyond high school, competition is expected for jobs with the most attractive earnings and working conditions. Employment is expected to increase about as fast as the average for all occupations through the year 2005 as the economy grows and the amount of freight carried by trucks increases. However, increased integration of truck and railroad long-distance freight transportation should continue to slow somewhat the growth of truckdriver jobs.

Very Important Qualifications for Job Entry

Technical Skills: Possession of a valid Class A driver's license; map reading skills; ability to read invoices; record keeping skills; ability to load and unload freight; knowledge of local streets.

Physical Abilities: Ability to pass a pre-employment medical examination; ability to lift at least 75 lbs. repeatedly.

Basic Skills: Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

Other Qualifications: Possession of a good DMV driving record; ability to work independently.

Source: CCOIS Statewide Database

Getting the Training

Certificate programs range in length from six to ten weeks, although some employers may provide on-the-job training. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

Getting the Job

Most Truck Drivers in Napa County are employed by trucking firms, sand and gravel mining companies, food/distribution companies, and beverage distributors. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements, hire unsolicited applicants, and/or fill openings through in-house promotion.

Where to Find More Information

California Occupational Guides: See Truck Drivers, Heavy
Occupational Outlook Handbook: See Truckdrivers

Winery Workers

Special Survey Project

Introduction

The purpose of this special survey project was to learn more about the occupations in the wine-making industry to assist with planning future occupational outlook surveys. A focus group was conducted with Sonoma County winery representatives (human resources personnel) in the spring of 1995, and additional telephone surveys were conducted with Napa County winery representatives in the winter of 1995. Initially, the intent was to conduct two independent research projects --one in Sonoma County and one in Napa County. However, once the data was collected and analyzed, it appeared that there was enough consistency to prepare one report summary using data from both projects. As a result, the data has more credibility. Nevertheless, it must be emphasized that the information presented is based on exploratory research and should not be considered statistically reliable.

The Occupations

Although each winery is somewhat unique in how they operate, the occupations can often be grouped into five major categories (or departments):

1. Vineyard/Ranch
2. Cellar
3. Production/Bottling
4. Sales/Marketing
5. Administration

When asked what are their fastest growing occupations, the responses varied from winery to winery. Some are growing the fastest in the area of Sales/Marketing, while some others are growing the fastest in Production/Bottling due to automation or the use of different production techniques.

When asked what positions are the most difficult to fill, the responses were again varied. Some have the most difficulty finding individuals with prior winery-related experience in skilled, supervisory, or management positions. Some others have the most difficulty finding well-trained and experienced maintenance and production mechanics. For many positions, especially in categories 1-3, bilingual skills are highly desirable.

When asked what occupations are declining in size, almost all responded with "none."

The table on the following page lists the occupations most often found in medium to large sized wineries for categories 1-4. As in most industries, the smaller the employer, the more their employees tend to be "generalists." The larger the employer, the more specialized (or departmentalized) their employees tend to be. Depending on the size of the winery, the Administration category would include some combination of managers, human resource staff, and clerical support staff. Warehouse/Distribution may sometimes be a sixth category, although most wineries appear to have one of their other departments (generally Cellar, Production/Bottling, or Sales/Marketing) handle warehouse and distribution responsibilities.

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

	Entry-Level?	Degree Req'd?	Potential Earnings	Promote to
Vineyard/Ranch				
Vineyard Worker/Laborer	yes	no	\$7-8/hr	Tractor Driver or Crew Leader
Tractor Driver	no	no	insuff. data	Crew Leader
Crew Leader/Foreman	no	no	\$8.50/hr +	Supervisor (degree usually req'd)
Supervisor (Viticulturist)	no	usually	\$37-41k/yr	Manager
Manager (Viticulturist)	no	yes	\$40-73k/yr	
Cellar				
Cellar Worker	yes	no	\$8-16/hr	Crew Leader/Foreman
Crew Leader/Foreman	no	no	\$10-14/hr	Cellar Manager
Cellar Supervisor/Master/Manager	no	no	insuff. data	
Lab Tech/Enologist	no	usually	\$21-25k/yr	Assistant Winemaker
Assistant Winemaker (Enologist)	no	yes	\$40-45k/yr	Winemaker
Winemaker (Enologist)	no	yes	\$45-78k/yr	
Production/Bottling				
Bottler	maybe	no	\$8.75-14/hr	Machine Operator
Machine Operator	no	no	\$13.50-17/hr	Crew Leader
Crew Leader	no	no	\$15-17/hr	Bottling Manager
Bottling Manager	no	no	\$40-50k/yr	
Maintenance Mechanic	no	no	insuff. data	
Production Manager	no	yes	\$40-60k/yr	
Sales/Marketing				
Tour Guide	yes	no	\$8-10/hr	Supervisor or Sales Rep
Tasting Room Employee	yes	no	\$8-10/hr	Supervisor or Sales Rep
Counter Salesperson	yes	no	\$8-10/hr	Supervisor or Sales Rep
Sales Representative	maybe	no	\$32-40k/yr	Sales/Marketing Manager
Sales/Marketing Manager	no	yes	\$32-40k/yr	

Where to Find More Information

California Occupational Guides: See Enologists/Wine Makers; Viticulturists; and Cellar Supervisors

Key Terms: Almost All = 75% or more Most = 50-74% Many = 35-49% Some = 10-34% Few = less than 10%

Appendix

Using the Occupational Outlook Report

Before You Begin...

The occupational outlook profile for each occupation follows the same basic two-page format as outlined below. Unless otherwise noted, data is based on local employer surveys as outlined in the Research Methods section of this report. The survey year can be found at the beginning of each profile and indicates the year that the data was collected.

☞ **Tip:** *Keep in mind that occupational information reflects a "snapshot in time" and that new information (since the data was collected) may need to be considered. This is especially true if the profile is more than three years old or if there are (or have been) significant changes in technology or economic conditions.*

Occupational Titles

The titles at the top of each profile (and in the index) reflect common job titles as reported by employers. Additional titles may be included for clarity.

Description

The occupational title and definition are from the Occupational Employment Statistics (OES) Dictionary developed by the U.S. Department of Labor. Nearly all jobs in the labor market fall into one of about 700 OES classifications.

☞ **Tip:** *By comparison, the Dictionary of Occupational Titles (DOT) has over 12,000 classifications, and the Occupational Outlook Handbook (OOH) has 250 occupational categories covering about 85% of all jobs.*

Training, Experience and Other Requirements

The information in this section includes such information as:

1. The education level of "most recent hires";
2. Whether employers tend to require prior experience or not;
3. The "point-of-entry" for getting into the occupation (if different);
4. What other occupations may lie ahead in the "career path"; and
5. Information on hours worked per week and other characteristics.

☞ **Tips:**

1. *Experience requirements are often flexible, with many employers willing to substitute training for experience; small employers in particular are often willing to waive requirements if they believe they have the "right" applicant; and*
2. *Full-time positions are often filled by promoting from among part-time (or temporary) employees.*

Potential Earnings and Benefits

Wage ranges and median wages are provided at three levels of skill and experience. In most cases, extreme high and low values have been excluded to allow for a more useful range estimate. Earnings information is presented as a tool for evaluating and comparing the potential earnings of one occupation with another. The data is not intended to represent official prevailing wages. Benefit information indicates the extent in which employers provide medical insurance and other fringe benefits to full-time employees. Benefits typically provided by employers are listed in descending order.

☞ **Tips:**

1. *Benefits are often not available to part-time employees;*
2. *Employers usually have waiting or probationary periods before medical insurance goes into effect; and*
3. *The employee's cost and coverage of medical insurance varies considerably from employer to employer.*

Using the Occupational Outlook Report--Continued

Employment Information

The information in this section includes:

1. **Occupation Size:** The estimated number of employees working in the occupation in Napa County. Also provided is the approximate percentage of female employment in the occupation based on the most recent Census.
2. **Annual Turnover:** An estimate of the annual turnover due to worker replacement needs and promotions.
3. **Projected Growth:** The projected number of annual job openings due to a net increase in occupation size.
4. **Projected Separations:** The projected number of annual job openings due to labor force separations (workers retiring or leaving the occupation).
5. **Supply-Demand:** The degree of difficulty employers have finding qualified applicants.

☞ *Tips:*

1. *Projections of Size, Growth and Separations are "estimates" developed by the Employment Development Department's Labor Market Information Division; the projections process involves merging occupational staffing data and industry growth forecasts; these projections may be modified if local survey data warrants.*
2. *A "competitive outlook" for job seekers is not necessarily a bad thing, especially if the applicant is well-trained with the needed skills and well-prepared for the job search process; however, a "very competitive outlook" may indicate a significant oversupply of qualified job seekers and long-term employment difficulties.*

Nationwide Job Outlook

An analysis of current and projected trends that affect the job outlook from a nationwide perspective. This material is taken from the Occupational Outlook Handbook published by the U.S. Department of Labor's Bureau of Labor Statistics.

☞ *Tip:* Trends that may be true at a statewide or nationwide level may or may not be true at the local level because of local economic characteristics and conditions.

Very Important Qualifications for Job Entry

Indicates some of the most important qualifications, including technical skills, physical abilities, flexibility, and other qualifications. Employers are surveyed as to the relative importance of about 25 qualifications "for job entry." The survey responses are averaged and weighted by the number of employees. The qualifications that rank in the top third of a three-point scale are presented as "very important" and are listed in descending order.

Getting the Training

Indicates whether certificate training programs are available for the occupation and, if so, the general length of the training period. Refer to the Listing of Schools/Training Providers in Napa County elsewhere in the appendix of this publication for information on who may provide related training.

Getting the Job

Describes the major employing industries for the occupation (not a comprehensive list) and the methods most often used by employers to recruit applicants or fill job openings.

☞ *Tip:* This is an excellent resource for job search purposes.

Where to Find More Information

Includes references to the California Occupational Guides and the Occupational Outlook Handbook.

☞ *Tip:* See the Top Ten Occupational Information Resources (in this publication) for resource descriptions and ordering information.

Research Methods & Sample Questionnaire

Introduction

The California Cooperative Occupational Information System (CCOIS) is a state/local partnership between the Employment Development Department's Labor Market Information Division (LMID) and local employment and training agencies (Local Partners). LMID determines the research methods and standards, provides technical support, and allocates most of the funding required to operate a CCOIS project. The Local Partner (LP) in Napa County is the Napa County Training and Employment Center. The following is an outline of the CCOIS occupational study method/process. For more specific information, please call the Napa County Training and Employment Center at 707-253-4291.

The CCOIS annual program cycle goes as follows:

1. Twenty to twenty-five occupations are selected for study;
2. Survey samples are designed;
3. Survey questionnaires are prepared for each occupation;
4. Extensive surveys are conducted with local employers;
5. Data is reviewed, coded and keyed into a CCOIS database;
6. Tabulations are developed and analyzed;
7. Outlook reports are prepared, reviewed, and printed; and
8. Reports are disseminated to the "users" in the community.

Occupation Selection and Definition

There is a variety of criteria used to help select the survey occupations; however, the primary objective is to survey occupations which are of most interest to the users (and potential users) in the community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations.

The following criteria is used by the LP to help **prioritize** possible survey occupations:

1. The occupation should be adequately defined by the OES classification system;
2. The occupation should have a substantial employment base;
3. There should be a substantial number of projected job openings;
4. The potential salary level should be adequate so as to avoid the need for public assistance;
5. The occupation should require at least some postsecondary education or training;
6. The occupation should be of interest to local program planners or training providers; and
7. The occupations should vary enough so that certain employers won't be overburdened with survey requests.

Unless otherwise noted, the survey occupations are defined using definitions from the Occupational Employment Statistics (OES) Dictionary published by the U.S. Department of Labor. Although there are many exceptions, OES-defined occupations are usually the best choices for employer surveys because they are sufficiently broad without being too vague in their descriptions. Using the OES classifications has another important benefit: it is the classification system used by LMID to produce Projections of Employment (occupational estimates of size, growth, and separations).

In some cases, potential survey occupations lack an adequate OES classification. If there is substantial user interest in the occupation, the LP will generally try to use a classification from the Dictionary of Occupational Titles (DOT) published by the U.S. Department of Labor. Although research methods remain largely the same, these are called "limited surveys" because size and growth estimates are not necessarily as accurate as with standard OES-defined surveys.

Research Methods & Sample Questionnaire--Continued

Survey Sample Selection and Design

After the survey occupations are selected, an employer sample is developed for each occupation. Since LPs don't generally survey the "universe" for any occupation, a considerable amount of time is invested to ensure that the survey samples are representative. For CCOIS occupational studies, a survey sample is a listing of local employers that reflect all major employing industries (for the survey occupation). In addition, the number of employees for each employer is considered to ensure that the sample represents the employers most likely to provide future employment. For some occupations, this means that the largest employers will be surveyed more often than the smaller employers. But, for other occupations, smaller employers may be more appropriate.

Initially, the survey samples are designed by LMID staff, using detailed databases on employers and occupational staffing within industries. The draft sample of employers for each of the survey occupations is then carefully reviewed by the LP. Employers are added and deleted, as appropriate, to obtain a sample of at least 30 employers per occupation (or as many as can be found, if less than 30).

Questionnaire Development

Employer survey questionnaires are prepared for each survey occupation using a standardized list of questions (see sample questionnaire) plus a skills and qualifications survey.

Employer Survey Procedures

Employer representatives are identified and contacted by the LP by telephone and are asked to participate, either by phone, fax, or mail survey. To encourage participation from as many employers as possible, they are assured that any information they provide will be kept strictly confidential; and that any information published will be prepared in summary form and will not identify any specific employers. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. All completed and/or returned questionnaires are reviewed, checking for consistency and completeness, and unclear or inconsistent responses are clarified through follow-up phone calls to the survey respondent. Completed questionnaires are then coded for data entry purposes. In a standard size employer sample of 30 potential respondents, the LP's response goal is to collect at least 15 completed questionnaires. The smaller the sample size, the greater the response rate required. The LP must also meet or exceed industry and employment response goals to ensure that the data is adequately representative.

Data Entry, Tabulation, and Summary

Coded survey responses are entered into the CCOIS database and basic data tabulations are prepared by both LMID and the LP. From those tabulations, the data is analyzed by the LP and draft occupational outlook profiles are prepared. The draft profiles and other report materials are then reviewed by LMID analysts. Following the review and editing process, an Occupational Outlook Report is printed.

Dissemination

The LP conducts an annual community meeting or workshop to disseminate the Occupational Outlook Reports to local users. The LP will also distribute copies to users on request throughout the year.

Sample Questionnaire

A sample of the survey instrument follows.

DOT References

Auto Body Repairers & Painters (OES 853050)

Squeak, Rattle, and Leak Repairer	620.364-010
Used-Car Renovator	620.684-034
Shop Estimator	807.267-010
Truck-Body Builder	807.281-010
Automobile-Body Customizer	807.361-010
Automobile-Body Repairer	807.381-010
Frame Repairer	807.381-018
Service Mechanic	807.381-022
Auto-Body Repairer, Fiberglass	807.381-030
Frame Straightener	807.484-010
Automobile-Bumper Straightener	807.684-010
Paint Sprayer, Sandblaster	845.381-018
Glass Installer	865.684-010

Automotive Technicians (OES 853020)

Automobile Mechanic	620.261-010
Automobile Mechanic Apprentice	620.261-012
Automobile-Service-Station Mechanic	620.261-030
Automotive-Cooling-System Diagnostic Technician	620.261-034
Air-Conditioning Mechanic	620.281-010
Brake Repairer	620.281-026
Carburetor Mechanic	620.281-034
Front-End Mechanic	620.281-038
Maintenance Mechanic	620.281-046
Transmission Mechanic	620.281-062
Tune-Up Mechanic	620.281-066
Vehicle Fuel-Systems Converter	620.281-070
Automobile-Radiator Mechanic	620.381-010
Repairer, Heavy	620.381-022
Brake Adjuster	620.684-018
Clutch Rebuilder	620.684-022
Fuel-Injector Servicer	625.281-022
Wheelwright	706.381-046
New Car Get-Ready Mechanic	806.361-026
Automobile-Accessories Installer	806.684-038
Muffler Installer	807.664-010
Floor Service worker, Spring	807.684-022
Automatic-Window-Seat-and-Top-Lift Repairer	825.381-014

Carpenters (OES 871020)

Carpenter, Prototype	806.281-058
Carpenter, Maintenance	860.281-010
Carpenter, Ship	860.281-014
Boatbuilder, Wood	860.361-010
Boatbuilder, Apprentice-Wood	860.361-014
Carpenter	860.381-022
Carpenter-Apprentice	860.381-026
Carpenter, Bridge	860.381-030
Carpenter, Mold	860.381-034
Carpenter, Railcar	860.381-038
Carpenter, Rough	860.381-042
Form Builder	860.381-046
Joiner	860.381-050
Joiner-Apprentice	860.381-054
Shipwright	860.381-058
Shipwright-Apprentice	860.381-062
Tank Builder and Erector	860.381-066

Carpenters--Continued

Tank Erector	860.381-070
Carpenter I	860.664-010
Carpenter II	860.681-010
Builder, Beam	860.684-010
Sider	860.684-014
Composition-Weatherboard Applier	863.684-010
Sign Erector-and-Repairer	869.361-018
House Repairer	869.381-010
Timber Framer	869.381-034
Assembler, Sub-Assembly	869.684-018
Lay-Out Worker	869.684-034
Roof Assembler I	869.684-012
Prop Maker	962.281-010

Cashiers (OES 490230)

Order Clerk, Food and Beverage	209.567-014
Cashier I	211.362-010
Paymaster of Purses	211.367-010
Cashier II	211.462-010
Cashier-Checker	211.462-014
Cashier-Wrapper	211.462-018
Cashier, Gambling	211.462-022
Check Cashier	211.462-026
Drivers'-Cash Clerk	211.462-030
Teller	211.462-034
Toll Collector	211.462-038
Cashier, Courtesy Booth	211.467-010
Money Counter	211.467-014
Parimutuel-Ticket Cashier	211.467-018
Parimutuel-Ticket Seller	211.467-022
Sheet Writer	211.467-026
Ticket Seller	211.467-030
Change Person	211.467-034
Cashier, Tube Room	211.482-010
Information Clerk-Cashier	249.467-010
Auction Clerk	294.567-010

Cellar Workers (OES 929620)

Zinc-Chloride Operator	511.385-010
Top-Precipitator Operator	511.465-010
Molybdenum-Steamer Operator	511.485-010
Thickener Operator	511.485-014
Classifier Operator	511.562-010
Dewaterer Operator	511.565-010
Iron-Launder Operator	511.565-018
Leacher	511.582-010
Hydrate-Control Tender	511.585-010
Clarifier Operator	511.662-010
Bottom-Precipitator Operator	511.664-010
Amalgamator	511.685-010
Classifier Tender	511.685-014
Condenser-Tube Tender	511.685-018
Flotation Tender	511.685-026
Kettle Tender II	511.685-030
Kettle Tender, Platinum and Palladium	511.685-034
Precipitator I	511.685-038
Precipitator II	511.685-042
Screen Operator	511.685-050
Slime-Plant Operator II	511.685-054
Table Tender	511.685-062

Cellar Workers--Continued

Wet-Plant Operator	519.665-018
Starchmaker	520.485-030
Char-Filter Operator	521.365-010
Evaporator Operator	521.382-010
Separator Operator	521.382-014
Cracking-and-Fanning-Machine Operator	521.385-010
Mash-Filter Operator	521.565-014
Soft-Sugar Operator, Head	521.565-018
Silica-Filter Operator	521.582-010
Centrifugal-Station Operator, Automatic	521.585-010
Char-Filter-Tank Tender, Head	521.665-010
Extractor-Machine Operator	521.665-014
Rice Cleaning Machine Tender	521.665-022
Sieve-Grader Tender	521.665-026
Centrifugal Operator	521.682-010
Cocoa-Press Operator	521.682-014
Filter Operator	521.682-018
Almond Huller	521.685-010
Almond-Blancher Operator	521.685-014
Bleacher, Lard	521.685-026
Bolter	521.685-030
Brine-Tank-Separator Operator	521.685-038
Centrifuge Operator	521.685-042
Centrifuge Operator	521.685-046
Centrifuge Operator	521.685-050
Clarifier	521.685-054
Clarifier	521.685-058
Clean-Rice Grader and Reel Tender	521.685-062
Cocoa-Bean Cleaner	521.685-066
Cocoa-Butter-Filter Operator	521.685-070
Dethistler Operator	521.685-106
Egg-Breaking-Machine Operator	521.685-114
Filter Operator	521.685-126
Filter-Press Tender	521.685-130
Filter-Tank-Tender Helper, Head	521.685-134
Filtering-Machine Tender	521.685-138
Finisher Operator	521.685-142
Gluten-Settling Tender	521.685-150
Grader Tender	521.685-154
Honey Extractor	521.685-174
Hop Strainer	521.685-178
Hopper Attendant	521.685-182
Hot-Wort Settler	521.685-186
Lintor Tender	521.685-198
Lye-Peel Operator	521.685-206
Meat-Grading-Machine Operator	521.685-218
Monitor-and-Storage-Bin Tender	521.685-230
Nut-Sorter Operator	521.685-238
Peanut Blancher	521.685-246
Potato-Peeling-Machine Operator	521.685-250
Processor, Grain	521.685-254
Pulper Tender	521.685-262
Riddler Operator	521.685-270
Rough-Rice Tender	521.685-274
Screen-Room Operator	521.685-282
Separator Operator, Shellfish Meats	521.685-286
Separator Tender Ii	521.685-290
Sheller Ii	521.685-294
Sorting-Machine Operator	521.685-318
Spice Cleaner	521.685-322

Cellar Workers--Continued

Stemmer, Machine	521.685-334
Threshing-Machine Operator	521.685-362
Winery Worker	521.685-370
Winterizer	521.685-374
Flavoring Oil Filterer	521.685-382
Liquor Blender	522.382-018
Still Operator Ii	522.382-026
Still Operator I	522.382-030
Steep Tender	522.465-010
Germination Worker	522.585-014
Filter Tender	522.665-010
Curing-Bin Operator	522.685-038
De-Alcoholizer	522.685-042
Deodorizer	522.685-046
Dorr Operator	522.685-050
Dropper, Fermenting Cellar	522.685-054
Drum Loader and Unloader	522.685-058
Honey Processor	522.685-070
Malt-House Operator	522.685-074
Molasses Preparer	522.685-078
Neutralizer	522.685-082
Seed-Yeast Operator	522.685-090
Wringer Operator	522.685-106
Yeast-Fermentation Attendant	522.685-110
Barley Steeper	522.685-114
Maple-Syrup Maker	523.382-014
Melter Operator	523.382-018
Butter Liquefier	523.585-010
Pasteurizer	523.585-026
Percolator Operator	523.682-034
Pasteurizer	523.685-110
Hide Puller	525.685-022
Skin-Peeling-Machine Operator	525.685-030
Buttermaker	529.362-010
Dry-Starch Operator, Automatic	529.362-014
Buttermaker, Continuous Churn	529.382-010
Irish-Moss Operator	529.382-030
Carbonation Equipment Operator	529.582-010
Flash-Drier Operator	529.582-014
Centrifuge Operator	529.682-010
Drier Operator	529.682-022
Egg Pasteurizer	529.682-038
Deoiling-Machine and Pasteurizing-Machine Operator	529.685-094
Filter Tender, Jelly	529.685-114
Laborer, Starch Factory	529.685-154
Press Puller	529.687-170
Evaporator Operator	532.685-018
Decker Operator	533.682-010
Save-All Operator	533.685-018
Screen Tender	533.685-022
Screen Tender, Chips	533.685-026
Desulfurizer Operator	541.362-010
Pump Operator, Byproducts	541.362-014
Coal Washer	541.382-010
Crude-Oil Treater	541.382-014
Centrifuge-Separator Tender	541.585-010
Shaker Tender	541.665-010
Paraffin-Plant Operator	541.682-010
Heavy-Media Operator	541.685-010
Lead Recoverer, Continuous-Naphtha-Treating Plant	541.685-014

Cellar Workers--Continued

Sublimar	542.685-014
Paraffin-Plant-Sweater Operator	543.682-022
Still Operator	543.682-026
Oil-Recovery-Unit Operator	549.382-014
Acetylene-Plant Operator	549.585-010
Purification Operator Ii	551.362-010
Strainer Tender	551.365-010
Absorption Operator	551.382-010
Water-Treatment-Plant Operator	551.485-010
Filtration Operator, Polyethylene Catalyst	551.562-010
Filter-Tank Operator	551.585-010
Mercury Purifier	551.585-014
Naphthalene Operator	551.665-010
Boiling-Tub Operator	551.685-014
Bone-Cooking Operator	551.685-018
Catalyst-Recovery Operator	551.685-022
Centrifuge Operator	551.685-030
Centrifuge Operator	551.685-034
Centrifuge-Separator Operator	551.685-038
Dust-Collector Operator	551.685-050
Extractor Operator	551.685-054
Extractor Operator	551.685-058
Extractor Operator, Solvent Process	551.685-062
Extractor-and-Wringer Operator	551.685-066
Fat-Purification Worker	551.685-070
Filter Helper	551.685-074
Filter Operator	551.685-078
Filter-Press Operator	551.685-082
Grease-Refiner Operator	551.685-086
Mercury Washer	551.685-098
Nitroglycerin-Separator Operator	551.685-102
Poacher Operator	551.685-106
Purification Operator I	551.685-122
Salt Washer	551.685-126
Screen Operator	551.685-130
Soda Dialyzer	551.685-134
Tetryl-Screen Operator	551.685-146
Vacuum-Pan Operator I	551.685-150
Vacuum-Pan Operator Ii	551.685-154
Wax Bleacher	551.685-158
Wringer Operator	551.685-162
Monomer-Purification Operator	552.362-010
Pyridine Operator	552.382-010
Distillation Operator	552.462-010
Distiller I	552.682-010
Extractor Operator	552.682-018
Acetone-Recovery Worker	552.685-010
Batch-Still Operator I	552.685-014
Bath-Mix Operator	552.685-018
Still Tender	552.685-026
Still-Operator Helper	552.685-030
Evaporator Operator I	553.382-018
Evaporator Operator Ii	553.682-018
Ammonium-Nitrate Crystallizer	553.685-010
Acid Extractor	558.382-010
Kettle Operator	558.382-042
Electric-Cell Tender	558.565-014
Recovery Operator	558.682-022
De-Ionizer Operator	558.685-026
Chemical Reclamation Equipment Operator	558.685-058

Cellar Workers--Continued

Glue Maker, Bone	559.382-022
Coagulation Operator	559.582-010
Vacuum-Pan Operator Iii	559.585-022
Extractor-Plant Operator	559.665-018
Flusher	559.682-026
Ripening-Room Attendant	559.682-038
Sterile-Products Processor	559.682-054
Strong-Nitric Operator	559.682-062
Utility Operator I	559.682-066
Acid Purifier	559.685-010
Crystallizer Operator I	559.685-042
Flaker Operator	559.685-074
Lime-Kiln Operator	559.685-118
Separator Operator	559.685-166
Wet-End Operator Ii	559.685-190
Opener	559.686-034
Glaze Handler	571.685-014
Rouge Sifter and Miller	579.685-046
Feather Separator	589.685-054
Seed-Cleaner Operator	599.665-010
Centrifuge Operator, Plasma Processing	599.685-018
Filter-Press Tender	599.685-042
Screener Operator	599.685-082
Separator Operator	692.685-166
Cone Operator	934.685-010
Shaker Tender	934.685-018
Spiral Runner	934.685-022
Pond Tender	939.685-010
Washer-and-Crusher Tender	939.685-014
Basin Operator	954.385-010

Child Care Workers (OES 680380)

Child-Care Attendant, School	355.674-010
Attendant, Children's Institution	359.677-010
Nursery School Attendant	359.677-018
Playroom Attendant	359.677-026

Clerks, Accounting & Bookkeeping (OES 553380)

Checker II	209.687-010
Distribution-Accounting Clerk	210.362-010
Account-Information Clerk	210.367-010
Foreign-Exchange-Position Clerk	210.367-014
Audit Clerk	210.382-010
Bookkeeper	210.382-014
Classification-Control Clerk	210.382-030
Credit-Card clerk	210.382-038
Fixed-Capital Clerk	210.382-042
General-Ledger Bookkeeper	210.382-046
Mortgage-Loan-Computation Clerk	210.382-050
Night Auditor	210.382-054
Securities Clerk	210.382-062
Collection Clerk	216.362-014
Food-And-Beverage Controller	216.362-022
Mortgage-Accounting Clerk	216.362-026
Reserves Clerk	216.362-034
Electronics Funds Transfer Coordinator	216.362-038
Margin Clerk I	216.362-042
Budget Clerk	216.382-022
Clearing-House Clerk	216.382-026
Returned-Item Clerk	216.382-058

Clerks, Accounting & Bookkeeping--Continued

Accounting Clerk	216.482-010
Dividend-Deposit-Voucher Clerk	216.482-026
Booking Clerk	216.587-010
Voucher Clerk	219.362-066
Cancelling and Cutting Control Clerk	219.367-042
Letter-of-Credit Clerk	219.367-050
Tax Clerk	219.487-010
Parimutuel-Ticket Checker	219.587-010

Clerks, General Office (OES 553470)

Congressional-District Aide	209.362-030
Clerk, General	209.562-010
Administrative Clerk	219.362-010
Clerk, Telegraph Service	219.362-022
Contract Clerk, Automobile	219.362-026
Police Aide	243.362-014
Unit Clerk	245.362-014
Animal-Hospital Clerk	245.367-010
Blood-Donor-Unit Assistant	245.367-014
Calendar-Control Clerk, Blood Bank	245.367-018
Animal-Shelter Clerk	249.367-010
Career-Guidance Technician	249.367-014
Police Clerk	375.362-010
Dispatcher, Concrete Products	579.137-030

Clerks, Insurance Policy Processing (OES 533140)

Cancellation Clerk	203.382-014
Special-Certificate Dictator	209.382-014
Reviewer	209.687-018
Policy-Change Clerk	219.362-042
Revival Clerk	219.362-050
Insurance Checker	219.482-014

Clerks, Receptionists & Information (OES 553050)

Credit Reporting Clerk	203.362-014
Registrar	205.367-038
Information Clerk, Automobile Club	237.267-010
Appointment Clerk	237.367-010
Information Clerk	237.367-018
Information Clerk	237.367-022
Land-Leasing Examiner	237.367-026
Receptionist	237.367-038
Referral-and-Information Aide	237.367-042
Telephone Quotation Clerk	237.367-046
Tourist-Information Assistant	237.367-050
Space Scheduler	238.367-022
Scheduler	238.367-034
Policyholder-Information Clerk	249.262-010
Park Aide	249.367-082

Cooks, Food Prep (OES 650380)

Raw Shellfish Preparer	311.674-014
Baker Helper	313.684-010
Cook Helper, Pastry	313.687-010
Carver	316.661-010
Butcher, Chicken and Fish	316.684-010
Deli Cutter-Slicer	316.684-014
Salad Maker	317.384-010
Sandwich Maker	317.664-010
Coffee Maker	317.684-010

Cooks, Food Prep--Continued

Pantry Goods Maker	317.684-014
Cook Helper	317.687-010
Kitchen Helper	318.687-010
Scullion	318.687-014
Silver Wrapper	318.687-018
Food Assembler, Kitchen	319.484-010

Cooks, Restaurant (OES 650260)

Chef De Froid	313.281-010
Cook	313.361-014
Cook, Apprentice	313.361-018
Cook, Specialty, Foreign Food	313.361-030
Garde Manger	313.361-034
Cook, Barbecue	313.381-022
Ice-Cream Chef	313.381-034
Cook, Station	315.361-022
Cook, Larder	315.381-014
Cook, Railroad	315.381-018

Cooks, Speciality & Fast Food (OES 650320)

Cook, Specialty	313.361-026
Cook, Fast Food	313.374-010
Baker, Pizza	313.381-014

Cost Estimators (OES 219020)

Estimator	169.267-038
Estimator, Paperboard Boxes	221.362-018
Estimator, Printing	221.367-014
Lumber Estimator	221.482-014

Custodians (OES 670050)

Change-House Attendant	358.687-010
Cleaner, Commercial Or Institutional	381.687-014
Cleaner, Industrial	381.687-018
Cleaner, Laboratory Equipment	381.687-022
Cleaner, Wall	381.687-026
Patch Worker	381.687-030
Waxer, Floor	381.687-034
Janitor	382.664-010
Cleaner, Home Restoration Service	389.664-010
Sexton	389.667-010
Sweeper-Cleaner, Industrial	389.683-010
Cleaner, Window	389.687-014
Venetian-Blind Cleaner and Repairer	739.687-198
Chimney Sweep	891.687-010
Project-Crew Worker	891.687-018
Hydroelectric-Plant Maintainer	952.687-010

Drafters & CAD Operators (OES 225140)

Drafter, Architectural	001.261-010
Drafter, Landscape	001.261-014
Drafter, Aeronautical	002.261-010
Supervisor, Drafting and Printed Circuit Design	003.131-010
Controls Designer	003.261-014
Integrated Circuit Layout Designer	003.261-018
Printed Circuit Designer	003.261-022
Drafter, Electrical	003.281-010
Drafter, Electronic	003.281-014
Drafter, Civil	005.281-010
Drafter, Structural	005.281-014

Drafters & CAD Operators--Continued

Die Designer	007.161-010
Die-Designer Apprentice	007.161-014
Engineering Assistant, Mechanical Equipment	007.161-018
Chief Drafter	007.261-010
Drafter, Castings	007.261-014
Drafter, Patent	007.261-018
Drafter, Tool Design	007.261-022
Drafter, Mechanical	007.281-010
Drafter, Directional Survey	010.281-010
Drafter, Geological	010.281-014
Drafter, Geophysical	010.281-018
Drafter, Marine	014.281-010
Drafter, Chief, Design	017.161-010
Design Drafter, Electromechanisms	017.261-014
Detailer	017.261-018
Detailer, Furniture	017.261-022
Drafter, Commercial	017.261-026
Drafter, Detail	017.261-030
Drafter, Heating and Ventilating	017.261-034
Drafter, Plumbing	017.261-038
Drafter, Automotive Design	017.261-042
Auto-Design Detailer	017.281-010
Drafter Apprentice	017.281-014
Drafter, Assistant	017.281-018
Drafter, Automotive Design Layout	017.281-026
Drafter, Oil and Gas	017.281-030
Technical Illustrator	017.281-034
Test Fixture Designer	726.364-014

Drivers, Light Truck & Delivery (OES 971050)

Food-Service Driver	906.683-010
Liquid-Fertilizer Servicer	906.683-014
Telephone-Directory-Distributor Driver	906.683-018
Truck Driver, Light	906.683-022
Driver	913.663-018
Escort Vehicle Driver	919.663-022

Groundskeepers & Gardeners (OES 790300)

Gardener, Special Effects and Instruction models	406.381-010
Greenskeeper II	406.683-010
Cemetery Worker	406.684-010
Groundskeeper, Industrial-Commercial	406.684-014
Garden Worker	496.684-018
Landscape Specialist	406.687-010
Lawn Service Worker	408.684-010

Hazardous Materials Technicians (No OES)

Sanitary Engineer	005.061-030
Industrial Health Engineer	012.167-034
Biomedical Engineer	019.061-010
Environmental Analyst	029.081-010
Sanitarian	079.117-018
Industrial Hygienist	079.161.010
Hazardous Waste Management Specialist	168.267-086
Inspector, Industrial Waste	168.267-054
Environmental Hazardous Waste Tech	168.364-640
Asbestos Abatement Contractors	182.167-010
Leaded Paint Abatement Inspectors and Assessors	182.267-010
Truck Dispatchers	249.167-014

Hazardous Materials Technicians--Continued

Sanitarian	529.137-014
Equipment Operators	850.683-010
Asbestos Abatement Mechanics	869.134-026
Asbestos Removal Workers	869.684-082
Leaded Paint Abatement Workers	899.364-720
Haz-Mat Truck Drivers	905.663-014
Truck Driver Helpers	905.687-010

Hotel Desk Clerks (OES 538080)

Hotel Clerk	238.367-038
-------------	-------------

Human Service Workers (OES 273080)

Case Aide	195.367-010
Management Aide	195.367-014
Food-Management Aide	195.367-022
Social-Services Aide	195.367-034

Maids & Housekeeping Cleaners (OES 670020)

Cleaner, Hospital	323.687-010
Cleaner, Housekeeping	323.687-014
Housecleaner	323.687-018

Maintenance Workers, Building (OES 851320)

Fire-Fighting-Equipment Specialist	638.281-010
Maintenance Repairer, Industrial	899.261-014
Maintenance Repairer, Building	899.381-010

Managers, Marketing/Advertising/P.R. (OES 130110)

Production Manager, Advertising	141.137-010
Executive Producer, Promos	159.167-022
Manager, Export	163.117-014
Manager, Promotion	163.117-018
Director, Media Marketing	163.117-022
Director, Underwriter Solicitation	163.117-026
Manager, Advertising	163.167-010
Manager, Sales	163.167-018
Manager, Utility Sales and Service	163.167-022
Field Representative	163.267-010
Manager, Advertising	164.117-010
Manager, Advertising Agency	164.117-014
Media Director	164.117-018
Account Executive	164.167-010
Area Supervisor, Retail Chain Store	185.117-014
Fashion Coordinator	185.157-010
Supervisor of Sales	185.157-014
Manager, Vehicle Leasing and Rental	187.167-162
Manager, Customer Technical Services	189.117-018

Medical Assistants (OES 660050)

Medical Assistant	079.362-010
Chiropractor Assistant	079.364-010
Podiatric Assistant	079.374-018
Morgue Attendant	355.667-010

Nurses, Licensed Vocational (OES 325050)

Nurse, Licensed Practical	079.374-014
---------------------------	-------------

Nursing Assistants (OES 660080)

Nurse, Practical	354.374-010
Birth Attendant	354.377-010
First-Aid Attendant	354.677-010
Nurse Assistant	355.674-014
Orderly	355.674-018

Office Managers & Administrative Assistants (OES 510020)

Shelving Supervisor	109.137-010
Manager, Customer Service	168.167-058
Supervisor, Steno Pool	202.132-010
Supervisor, Telegraphic-Typewriter Operators	203.132-010
Supervisor, Transcribing Operators	203.132-014
Supervisor, Word Processing	203.137-010
Typing Section Chief	203.137-014
Supervisor, Survey Workers	205.137-014
Admitting Officer	205.162-010
Supervisor, Files	206.137-010
Chief Clerk, Print Shop	207.137-010
Supervisor, Personnel Clerks	209.132-010
Technical Coordinator	209.132-014
Mailroom Supervisor	209.137-010
Meter Reader, Chief	209.137-014
Supervisor, Agency Appointments	209.137-018
Supervisor, Marking Room	209.137-026
Supervisor, Audit Clerks	210.132-010
Teller, Head	211.132-010
Supervisor, Cashiers	211.137-010
Supervisor, Food Checkers and Cashiers	211.137-014
Supervisor, Money-Room	211.137-018
Supervisor, Tellers	211.137-022
Supervisor, Computer Operations	213.132-010
Documentation Supervisor	214.137-010
Supervisor, Statement Clerks	214.137-014
Rate Supervisor	214.137-018
Supervisor, Accounts Receivable	214.137-022
Crew Scheduler, Chief	215.137-010
Supervisor, Payroll	215.137-014
Supervisor, Force Adjustment	215.137-018
Supervisor, Accounting Clerks	216.132-010
Supervisor, Securities Vault	216.132-014
Cost-and-Sales-Record Supervisor	216.137-010
Transfer Clerk, Head	216.137-014
Proof-Machine-Operator Supervisor	217.132-010
Supervisor, Policy-Change Clerks	219.132-010
Supervisor, Trust Accounts	219.132-014
Supervisor, Underwriting Clerks	219.132-022
Field Cashier	219.137-010
Chief Clerk, Measurement Department	221.132-010
Control Clerk, Head	221.137-010
Supervisor, Production Clerks	221.137-014
Supervisor, Production Control	221.137-018
Film-Vault Supervisor	222.137-010
Linen-Room Supervisor	222.137-014
Magazine Supervisor	222.137-018
Mailroom Supervisor	222.137-022
Petroleum-Inspector Supervisor	222.137-026
Shipping-and-Receiving Supervisor	222.137-030
Stock Supervisor	222.137-034
Stock-Control Supervisor	222.137-038
Supervisor, Assembly Stock	222.137-042

Office Managers & Administrative Assistants--Continued

Tool-Crib Supervisor	222.137-046
Vault Cashier	222.137-050
Sack-Department Supervisor	229.137-010
Yard Supervisor	229.137-014
Supervisor, Delivery Department	230.137-014
Supervisor, Mail Carriers	230.137-018
Central-Office-Operator Supervisor	235.132-010
Communication-Center Coordinator	235.132-014
Telephone Operator, Chief	235.137-010
Supervisor, Telephone Information	237.137-010
Supervisor, Travel-Information Center	237.137-014
Manager, Reservations	238.137-010
Senior Reservations Agent	238.137-014
Supervisor, Gate Services	238.137-018
Supervisor, Ticket Sales	238.137-022
Supervisor, Telephone Clerks	239.132-010
Customer Service Representative Supervisor	239.137-014
Route Supervisor	239.137-018
Service Observer, Chief	239.137-022
Supervisor, Public Message Service	239.137-026
Supervisor, Credit and Loan Collections	241.137-010
Supervisor, Customer-Complaint Service	241.137-014
Supervisor, Claims	241.137-018
Supervisor, Mails	243.137-010
Supervisor, Advertising-Dispatch Clerks	247.137-010
Supervisor, Classified Advertising	247.137-014
Booking Supervisor	248.137-010
Purchasing-and-Claims Supervisor	248.137-014
Supervisor, Customer Services	248.137-018
Office Supervisor, Animal Hospital	249.137-010
Supervisor, Contact and Service Clerks	249.137-014
Supervisor, Correspondence Section	249.137-018
Supervisor, Customer Records Division	249.137-022
Supervisor, Order Takers	249.137-026
Supervisor, Real-Estate Office	249.137-030
Supervisor, Lending Activities	249.137-034
Automobile-Club-Safety-Program Coordinator	249.167-010
Coin-Machine-Collector Supervisor	292.137-010
Supervisor, Safety Deposit	295.137-010
Secretary of Police	375.137-022
Complaint Evaluation Supervisor	375.137-038
Supervisor, Telecommunicator	379.132-010
Supervisor, Central Supply	381.137-014
Boxing-and-Pressing Supervisor	789.137-010
Baggage-and-Mail Agent	910.137-010
Station Agent I	910.137-038
Senior-Commissary Agent	922.137-010
Dispatcher, Chief, Service Or Work	959.137-010
Dispatcher, Service, Chief	959.137-014
Order Dispatcher, Chief	959.137-018

Packaging & Filling Machine Operators (OES 929740)

Scrap Baller	509.685-046
Molder, Meat	520.685-174
Stuffer	520.685-210
Casing-Running-Machine Tender	525.685-014
Fruit-Grader Operator	529.665-010
Yeast-Cutting-and-Wrapping-Machine Operator	529.665-022
Auto Roller	529.685-010
Bunch Maker, Machine	529.685-038

Packaging & Filling Machine Operators--Continued

Ham-Rolling-Machine Operator	529.685-138
Linking-Machine Operator	529.685-162
Plug-Overwrap-Machine Tender	529.685-186
Preservative Filler, Machine	529.685-190
Wrapper Layer	529.685-266
Wrapper-Layer-and-Examiner, Soft Work	529.685-270
Can-Filling-and-Closing-Machine Tender	529.685-282
Cigar-Wrapper Tender, Automatic	529.685-286
Masking-Machine Operator	554.682-014
Foam Dispenser	554.684-014
Cylinder Filler	559.565-010
Capsule-Filling-Machine Operator	559.682-010
Ampoule Filler	559.685-018
Packer, Insulation	579.685-038
Punchboard-Filling-Machine Operator	649.685-094
Tape-Fastener-Machine Operator	649.685-122
Baler	690.685-022
Gelatin-Dynamite-Packing Operator	692.662-014
Strapping-Machine Operator	692.682-058
Level-Glass-Vial Filler	692.685-114
Seal-Extrusion Operator	692.685-154
Tracer-Bullet-Charging-Machine Operator	694.382-014
Loading-Machine Operator	694.685-026
Loading-Unit Operator	694.685-030
Rim-Fire-Priming Operator	694.685-050
Filling-Machine Operator	699.685-038
Stuffer	731.685-014
Base-Filler Operator	732.685-010
Stuffing-Machine Operator	732.685-034
Stuffing-Machine Operator	780.685-014
Barrel Filler Ii	914.485-010
Icicle-Machine Operator	920.482-010
Carton-Packaging-Machine Operator	920.665-010
Rack-Room Worker	920.665-014
Baling-Machine Tender	920.685-010
Bander-and-Cellophaner, Machine	920.685-014
Bb Shot Packer	920.685-018
Bottle Packer	920.685-026
Candle Wrapping-Machine Operator	920.685-030
Carder	920.685-034
Case Packer and Sealer	920.685-038
Case-Loader Operator	920.685-042
Cigar Brander	920.685-046
Cigarette-Packing-Machine Operator	920.685-050
Cotton-Roll Packer	920.685-054
Feed Weigher	920.685-058
Hydraulic-Press Operator	920.685-062
Labeling-Machine Operator	920.685-066
Package Sealer, Machine	920.685-074
Packager, Machine	920.685-078
Packer Operator, Automatic	920.685-082
Packing-Machine-Pilot Can Router	920.685-086
Roll Finisher	920.685-090
Snuff-Packing-Machine Operator	920.685-094
Tobacco-Packing-Machine Operator	920.685-098
Cubing-Machine Tender	920.685-106
Bundle Tier and Labeler	920.685-110
Cotton Baler	920.685-114
Tying-Machine Operator	929.685-014
Tying-Machine Operator, Lumber	929.685-018

Psychiatric Technicians (OES 329310)

Psychiatric Technician 079.374-026

Sales Representative (OES 490080)

Commission Agent, Livestock 162.157-026
Sales Representative, Livestock 260.257-010
Commission Agent, Agricultural Produce 260.357-010
Sales Representative, Food Products 260.357-014
Sales Representative, Malt Liquors 260.357-018
Sales Representative, Tobacco Products and Smoking 260.357-022
Sales Representative, Apparel Trimmings 261.357-010
Sales Representative, Canvas Products 261.357-014
Sales Representative, Men's and Boys' Apparel 261.357-022
Sales Representative, Safety Apparel and Equipment 261.357-026
Sales Representative, Textiles 261.357-030
Sales Representative, Uniforms 261.357-034
Sales Representative, Women's and Girls' Apparel 261.357-038
Sales Representative, Fuels 269.357-010
Sales Representative, Petroleum Products 269.357-014
Sales Representative, Motor Vehicles and Supplies 273.357-022
Sales Representative, Bottles and Bottling Equipme 274.357-014
Sales Representative, Containers 274.357-026
Sales Representative, Hardware Supplies 274.357-034
Sales Representative, Industrial Rubber Goods 274.357-042
Sales Representative, Printing Supplies 274.357-062
Sales Representative, Textile Designs 274.357-066
Sales Representative, Barber and Beauty Equipment 275.357-010
Sales Representative, Church Furniture and Religio 275.357-014
Sales Representative, Commercial Equipment and Sup 275.357-018
Sales Representative, Cordage 275.357-022
Sales Representative, Hotel and Restaurant Equipme 275.357-026
Sales Representative, Mortician Supplies 275.357-030
Sales Representative, Office Machines 275.357-034
Sales Representative, Pressure-Sensitive Tape 275.357-038
Sales Representative, School Equipment and Supplie 275.357-042
Sales Representative, Shoe Leather and Findings 275.357-046
Sales Representative, Vending and Coin Machines 275.357-050
Salesperson, Florist Supplies 275.357-054
Sales Representative, Architectural and Engineerin 276.357-010
Sales Representative, Hobbies and Crafts 277.357-010
Sales Representative, Musical Instruments and Acce 277.357-014
Sales Representative, Novelties 277.357-018
Sales Representative, Publications 277.357-022
Sales Representative, Recreation and Sporting Good 277.357-026
Sales Representative, Writing and Marking Pens 277.357-030
Manufacturer's Representative 279.157-010
Sales Representative, General Merchandise 279.357-014
Sales Representative, Jewelry 279.357-018
Sales Representative, Leather Goods 279.357-022
Sales Representative, Paper and Paper Products 279.357-026
Sales Representative, Plastic Products 279.357-030
Sales Representative, Water-Softening Equipment 279.357-034

Salespersons, Retail (OES 490112)

Salesperson, Flowers 260.357-026
Salesperson, Wigs 261.351-010
Salesperson, Corsets 261.354-010
Sales Representative, Footwear 261.357-018
Salesperson, Furs 261.357-042
Salesperson, Infants' and Children's Wear 261.357-046
Salesperson, Men's and Boys' Clothing 261.357-050

Salespersons, Retail--Continued

Salesperson, Men's Furnishings	261.357-054
Salesperson, Millinery	261.357-058
Salesperson, Shoes	261.357-062
Salesperson, Women's Apparel and Accessories	261.357-066
Salesperson, Yard Goods	261.357-070
Salesperson, Leather-and-Suede Apparel-and-Accesso	261.357-074
Sales Representative, Toilet Preparations	262.357-014
Salesperson, Cosmetics and Toiletries	262.357-018
Salesperson, Sewing Machines	270.352-010
Sales Representative, Home Furnishings	270.357-010
Sales Representative, Household Appliances	270.357-014
Salesperson, China and Silverware	270.357-018
Salesperson, Curtains and Draperies	270.357-022
Salesperson, Floor Coverings	270.357-026
Salesperson, Furniture	270.357-030
Salesperson, Household Appliances	270.357-034
Salesperson, Stereo Equipment	270.357-038
Sales Representative, Videotape	271.357-014
Salesperson, Horticultural and Nursery Products	272.357-022
Salesperson, Automobiles	273.353-010
Sales Representative, Boats and Marine Supplies	273.357-018
Salesperson, Automobile Accessories	273.357-030
Salesperson, Trailers and Motor Homes	273.357-034
Salesperson, Orthopedic Shoes	276.257-018
Hearing Aid Specialist	276.354-010
Salesperson, Pianos and Organs	277.354-010
Salesperson, Books	277.357-034
Salesperson, Musical Instruments and Accessories	277.357-038
Salesperson, Pets and Pet Supplies	277.357-042
Salesperson, Phonograph Records and Tape Recording	277.357-046
Salesperson, Sheet Music	277.357-054
Salesperson, Sporting Goods	277.357-058
Salesperson, Stamps Or Coins	277.357-062
Salesperson, Toy Trains and Accessories	277.357-066
Salesperson, Art Objects	277.457-010
Salesperson, Flying Squad	279.357-046
Salesperson, General Hardware	279.357-050
Salesperson, General Merchandise	279.357-054
Salesperson, Jewelry	279.357-058
Coupon-Redemption Clerk	290.477-010
Sales Clerk	290.477-014
Sales Clerk, Food	290.477-018
Platform Attendant	299.377-010
Layaway Clerk	299.467-010
Sales Attendant	299.677-010

Secretaries (OES 551080)

Social Secretary	201.162-010
Membership Secretary	201.362-018
School Secretary	201.362-022
Script Supervisor	201.362-026
Secretary	201.362-030
Trust Operations Assistant	219.362-074

Secretaries, Legal (OES 551020)

Legal Secretary	201.362-010
-----------------	-------------

Servers, Food & Drink (OES 650080)

Wine Steward/Stewardess	310.357-010
Waiter/Waitress, Bar	311.477-018
Waiter/Waitress, Dining Car	311.477-022
Waiter/Waitress, Formal	311.477-026
Waiter/Waitress, Informal	311.477-030
Waiter/Waitress, Buffet	311.674-018
Mess Attendant	350.677-010
Steward/Stewardess, Wine	350.677-026
Waiter/Waitress	350.677-030
Waiter/Waitress, Club	352.677-018

Service Technicians, Heating, A.C. & Refrigerator (OES 859020)

Heating and Air-Conditioning Installer and Servicer	637.261-014
Refrigeration Mechanic	637.261-026
Solar-Energy-System Installer	637.261-030
Air and Hydronic Balancing Technician	637.261-034
Evaporative-Cooler Installer	637.381-010
Refrigeration Unit Repairer	637.381-014
Refrigeration Mechanic	827.361-014
Oil-Burner-Servicer-and-Installer	826.281-018
Furnace Installer	826.361-010
Furnace Installer-and-Repairer, Hot Air	869.281-010

Shipping & Receiving Clerks (OES 580280)

Reconsignment Clerk	209.367-042
Traffic Clerk	214.587-014
Paper-Control Clerk	219.367-022
Shipping-Order Clerk	219.367-030
Industrial-Order Clerk	221.367-022
Ticket Puller	221.687-014
Truckload Checker	222.367-066
Car Checker	222.387-014
Gun-Repair Clerk	222.387-022
Shipping and Receiving Clerk	222.387-050
Sorter-Pricer	222.387-054
Milk-Receiver, Tank Truck	222.485-010
Grain Elevator Clerk	222.567-010
Ship Runner	222.567-014
Distributing Clerk	222.587-018
Route-Delivery Clerk	222.587-034
Vault Worker	222.587-058
Routing Clerk	222.687-022
Shipping Checker	222.687-030
Incoming-Freight Clerk	248.362-010
Booking Clerk	248.367-014
Container Coordinator	248.367-022
Checker	919.687-010
Photofinishing Laboratory Worker	976.687-018

Tellers (OES 531020)

Foreign Banknote Teller-Trader	211.362-014
Teller	211.362-018
Teller, Vault	211.382-010
Coupon Clerk	219.462-010

Truck Drivers, Heavy & Tractor-Trailer (OES 971020)

Concrete-Mixing-Truck Driver	900.683-010
Dump-Truck Driver	902.683-010
Explosives-Truck Driver	903.683-010
Powder-Truck Driver	903.683-014

Truck Drivers, Heavy & Tractor-Trailer--Continued

Tank-Truck Driver	903.683-018
Tractor-Trailer-Truck Driver	904.383-010
Log-Truck Driver	904.683-010
Milk Driver	905.483-010
Garbage Collector Driver	905.663-010
Truck Driver, Heavy	905.663-014
Van Driver	905.663-018
Water-Truck Driver II	905.683-010
Hostler	909.663-010
Driver-Utility Worker	919.663-018
Tow-Truck Operator	919.663-026
Drip Pumper	953.583-010

Top Ten Occupational Information Resources



Annual Planning Information

APIs are annual reports that include geographic and industry profiles, population and labor force statistics, industry trends and outlook, and occupational data. Separate APIs are published for California, for most of its 58 counties, and for each Metropolitan Statistical Area. APIs are available at no charge and are produced by the Labor Market Information Division of the California Employment Development Department. Call LMID at 916-262-2345.



California Occupational Guides

The GUIDES are statewide profiles of specific occupations. Each of the 250 (or so) guides that are available describe an occupation or occupational field and include sections on: working conditions; employment outlook; wages, hours & benefits; entrance requirements; advancement; tips on finding employment; and additional information. A complete set of Guides also includes a section on emerging occupations. The Guides are produced by the Labor Market Information Division of the California Employment Development Department. Orders should be faxed on your organization's letterhead to: Occupational Research Unit, 916-262-2443. An electronic version entitled *Occupational Profiles* is also available; call 916-262-2162 for information on how to obtain a copy.



California Occupational Guide Wage Supplement

The WAGE SUPPLEMENT is a report that includes local wage data for specific occupations from recently published CCOIS Occupational Outlook Reports. The Wage Supplement is available at no charge and is produced by the Labor Market Information Division of the California Employment Development Department. Call the Occupational Research Unit at 916-262-2162.



Career Guide to Industries

The CAREER GUIDE TO INDUSTRIES is a companion to the Occupational Outlook Handbook. It provides career information on more than 40 diverse industries that, together, account for about 75 percent of all jobs. For each industry covered, sections include the nature of the industry, its employment and working conditions, and occupational information including training, advancement, earnings, benefits, and outlook. The Career Guide to Industries costs approximately \$12 and is produced by the U.S. Department of Labor, Bureau of Labor Statistics. Order from U.S. Government Bookstores. Call 213-239-9844 or 415-512-2770.



Dictionary of Occupational Titles

The DOT is a comprehensive and standardized national occupational classification system. Last revised in 1991, the Fourth Edition of the DOT includes two volumes with a total of 1400 pages describing more than 12,000 occupations. Each numeric DOT code (or classification) reveals the level of skills required to work with data, people, and things. Occupational descriptions outline the major task elements of the job. Also included are alternate job titles and worker characteristics such as physical requirements, General Education Development (GED), and Specific Vocational Preparation time required (SVP). The DOT costs approximately \$40 for soft cover (\$50 for hard cover) and is produced by the U.S. Department of Labor, Employment and Training Administration. Order from U.S. Government Bookstores (213-239-9844 or 415-512-2770) or from JIST Works, Inc. (800-648-JIST).





Digest of Licensed Occupations

The DIGEST includes information on the 100 or so occupations regulated by various State agencies. The Digest includes the addresses and telephone numbers of the licensing agencies so up-to-date information on licensing requirements can be easily obtained. The Digest is updated annually and is available at no charge from the Employment Development Department's Labor Market Information Division. Call the Occupational Research Unit at 916-262-2162.



Occupational Outlook Handbook

The OOH includes nationwide profiles of about 250 occupations (or fields) that, together, cover 85 percent of all jobs. Information includes the nature of the work, working conditions, employment, training and other qualifications, advancement, job outlook, earnings, and related occupations. The OOH is updated every two years and costs approximately \$17 for soft cover (\$22 for hard cover). It is produced by the U.S. Department of Labor, Bureau of Labor Statistics. Order from U.S. Government Bookstores (213-239-9844 or 415-512-2770) or from JIST Works, Inc. (800-648-JIST).



Occupational Outlook Quarterly

The QUARTERLY is a magazine companion to the Occupational Outlook Handbook. Typically, each edition will have four to six articles, with each article focusing on an occupation, industry, or other labor market topic. The Quarterly also features summary articles and charts on the latest labor market statistics, including occupational projections and job outlook. A two-year subscription costs approximately \$20. The Quarterly is published four times per year by the U.S. Department of Labor, Bureau of Labor Statistics. Order from U.S. Government Bookstores (213-239-9844 or 415-512-2770).



Occupational Outlook Reports

OCCUPATIONAL OUTLOOK REPORTS include local profiles of occupations selected for study through the California Cooperative Occupational Information System (CCOIS). Information includes: the nature of the work; projections of size, growth and separations; supply-demand assessment; training, experience and other requirements; employer recruitment methods; earnings and benefits; and where the jobs are. The CCOIS is a partnership program between state and local agencies. It is coordinated at the state level by the Labor Market Information Division of the California Employment Development Department with policy advice from the California Occupational Information Coordinating Committee (COICC). Local CCOIS agencies conduct extensive research on specific occupations and publish the annual reports. For 1995, the CCOIS includes 31 projects (see next page) that, together, cover 45 of California's 58 counties. As of 1996, the CCOIS becomes a statewide program with the addition of seven new local project sites.



Training Directories

TRAINING DIRECTORIES are also products of the California Cooperative Occupational Information System (CCOIS) and are produced by most of the local CCOIS agencies (see next page). Training Directories generally contain the names, addresses, and phone numbers of local (or regional) training providers and a listing of their programs offered. Many directories provide additional information, such as program cost and length, as well as information on available services. Some training directories are incorporated into the Occupational Outlook Report, while others are available as separate publications.



CCOIS Projects in California

LOCAL CCOIS AGENCIES	PHONE	FAX	CONTACT PERSON
Alameda County Economic Development	510-272-3871	510-272-5007	Dan Regan
Contra Costa County PIC	510-646-5023	510-646-5517	Sondra Rothwell
Employers Training Resource (Kern, Inyo, Mono)	805-861-3014	805-631-8723	Bob Malouf
Fresno County PIC	209-499-3703	209-497-7874	Darby Marshall
Golden Sierra Job Training Agency	916-265-3201	916-265-5297	Tom Medley
Humboldt County Employment and Training	707-445-6230	707-445-6228	Steve Hughes
Kings County Job Training Office	209-582-9213	209-582-8947	John Lehn
Los Angeles County PIC	213-738-3175	213-385-3893	Michael Arredondo
Madera County Office of Education	209-673-7031	209-673-5569	Nivia Green
Mendocino County PIC	707-468-1196	707-468-1498	Elaine Morris
Merced Private Industry Training Department	209-385-7317	209-722-3776	David Cramer
Monterey County PIC	408-755-5429	408-755-5054	Phil Livingston
Mother Lode Job Training Agency	209-533-3396	209-533-1079	Maria Robinson
Napa County Training and Employment Center	707-253-4291	707-253-4895	Dave Johnson
North Central Counties Consortium & PIC	707-262-3408	707-263-0920	Donna Hodge
NOVA PIC	408-730-7526	408-730-7643	Ismael Tapia
Orange County PIC	714-834-7146	714-834-7132	Tom Cripps
Riverside PIC, County of	909-275-3100	909-275-3131	Javier Rodriguez
Sacramento/Yolo Consortium	916-737-7580	916-737-7589	Jim Cassio
San Bernardino County Job Training	909-422-0488	909-422-0309	Panda Harris
San Diego PIC	619-238-1445	619-238-6063	Gary Moss
San Francisco PIC	415-931-7460	415-931-7590	Robert Blanchard
San Joaquin County PIC	209-468-3656	209-462-9063	Mechelle Hayes
San Luis Obispo, Private Industry Council of	805-781-2200	805-541-4117	Leslie Brown
San Mateo County PIC	415-599-3848	415-367-5066	Isaiah Vi
Santa Cruz County Career Works	408-454-4080	408-454-4651	Alan Knox
Shasta County PIC	916-246-7911	916-246-4254	Trish Gotfredson
Solano County PIC	707-864-3370	707-864-3386	Dee Anderson
Sonoma County PIC	707-524-6411	707-524-6444	Al Redwine
Stanislaus County PIC	209-558-2109	209-558-2164	Sandra Waddle
Tulare County PIC	209-737-4246	209-737-4252	Jeannie Ynclan

P The CCOIS is administered at the state level by the Labor Market Information Division of the California Employment Development Department. For more information, contact the CCOIS Group at 916-262-2353.

P The California Occupational Information Coordinating Committee, comprised of representatives from nine state agencies, provides policy advice to EDD in the operation of the CCOIS. Their number is 916-323-6544.